Mental health services in Canterbury & the Inner West
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This resource was developed by the Sydney Local Health District Mental Health Promotion Program, and was updated in August 2015 with assistance from members of the Inner West Canterbury Mental Health Promotion Network.
What you can do during a mental health crisis

Who should you call first?

In the middle of a mental health crisis it can be difficult to know when and who to contact for assistance. The following information is provided to help in responding to a mental health crisis or emergency situation.

You may recognise that you or someone you know is experiencing a mental health problem. This can include changes in a person’s thinking, emotional state or behaviour which can affect their daily life. These changes disrupt the person’s ability to work or carry out their usual personal relationships. The person may also be at risk of self harm, neglect, harming others or suicide.

People are often too afraid to access services simply because they feel that they will be judged in a negative way by the people around them, or be treated according to the stigma that surrounds mental illness. This is unfortunate as effective treatments are available for mental health problems. Treatment and support provided at the early stage of illness can reduce suffering and improve quality of life.

How to get help

One of the first options is to explain the symptoms and concerns to a local general practitioner (GP). Some symptoms of mental illness can be caused by a physical illness or medication, so it is important to eliminate physical causes first. A GP is able to make referrals to a psychiatrist, psychologist or counsellor depending on the person’s need. A GP is also able to prescribe medication.

Family doctor (General Practitioner)

A GP can provide medical assessment and treatment, continuation of treatment after discharge from hospital or mental health service or can refer you to the most appropriate professional for psychological support. A mental health care plan is developed by the GP so that people with mild to moderate mental disorders are able to access care through the Medicare Access to Allied Psychological Services Program (ATAPS) for Adults or Children. www.iwsml.org.au

How do we know when someone we know may be mentally unwell?

Note: Specialist psychiatric assessment is required to diagnose a mental illness however, the listed symptoms may indicate there is a problem.

- Hallucinations (altered perceptions of reality e.g. hearing voices)
- Delusions (fixed false ideas about reality) that place the person at risk
- Paranoia (fearing for their wellbeing because they believe they are being followed, spied on or someone wants to harm them)
- Significant changes in mood such as pronounced depression, anxiety or elevation in mood
- Restless, agitated and disorganised behaviour, or significant decrease in usual activities
- Confusion and disorientation
- Isolating themselves (not wanting contact with others)
- Significant impairment of social and/or occupational functioning (e.g. unable to leave the house or go to school/work etc. because of the above)
- Significant impairment in self-care
- Suicidal thoughts or acts of self-harm (overdosing on drugs/alcohol or medications, cutting, burning skin, inserting or swallowing dangerous objects etc.)
- Destructive or high risk behaviours
During regular business hours
Contact your local community mental health service and ask to speak to the intake worker. Your local community mental health service is listed in the section Mental Health Services in Canterbury and the Inner West on page 6.

Outside business hours
Contact the NSW Mental Health Line on 1800 011 511. This line connects callers with the right care and is a 24 hour service across NSW. When a person calls, they will be connected to an experienced mental health professional who can offer advice on the most suitable service for their needs and availability, along with contact details for local services. Note: The service does not provide therapeutic interventions such as counselling and psychotherapy.

Inpatient units
Inpatient units provide a multi-disciplinary mental health service to a person during an acute stage of their illness. There are two inpatient units in the inner west. Missenden Psychiatric Unit located at Royal Prince Alfred Hospital and Concord Centre for Mental Health located at Concord Repatriation General Hospital. Missenden Psychiatric Unit also has an eating disorders program which is a state-wide service.

Patient information and confidentiality
Health staff are bound by law (NSW Mental Health Act 2007) and a strict code of conduct to treat all patient information in a confidential manner.

Emergency Situations
If there is an immediate risk to the physical health of yourself, other family members or another person that requires urgent medical attention contact the Ambulance Service 000 directly.

If there is an immediate high risk of violence towards you or other family members, another person, property or animals contact the Police Force 000 directly.

Risk guidelines chart

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<tr>
<th>RISK SITUATION</th>
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### Mental Health Services in Canterbury and the Inner West

#### Camperdown Community Mental Health Service

**Business Hours:** 9am – 5pm, Monday to Friday  
**Address:** Camperdown Community Mental Health Centre  
Level 5, King George V Building,  
Missenden Road, Camperdown 2050  
**Phone:** 9515 9000  
**Fax:** 9515 9001  
**Suburbs Covered:** Annandale, Balmain, Birchgrove, Camperdown  
to Parramatta Road, Forest Lodge, Glebe,  
Leichhardt, Lilyfield, Newtown (part only), Pyrmont,  
Rozelle, Ultimo.

#### Canterbury Community Mental Health Service

**Business Hours:** 8.30am – 5pm, Monday to Friday  
**Address:** Canterbury Community Health Centre  
Thorncraft Parade, Campsie 2194  
**Phone:** 9787 0600  
**Fax:** 9787 0700  
**Suburbs Covered:**  
Annandale, Belmore (part only), Campsie,  
Beverley Hills (part only), Canterbury,  
Croydon Park (part only), Earlwood, Hurlstone Park,  
Kingsgrove (part only), Lakemba (part only),  
Narwee (part only), Punchbowl, Roselands,  
Undercliff, Wiley Park.

#### Croydon Community Mental Health Service

**Business Hours:** 8.30am – 5pm, Monday to Friday  
**Address:** Croydon Health Centre  
24 Liverpool Road, Croydon 2132  
**Phone:** 9378 1100  
**Fax:** 9378 1111  
**Suburbs Covered:** Abbotsford, Ashbury (part of), Ashfield,  
Belfield (part of), Burwood, Burwood Heights,  
Cabarita, Canada Bay, Chiswick, Concord,  
Concord West, Croydon, Croydon Park (part of),  
Dobroyd Point, Drummoyne, Enfield, Five Dock,  
Flemington, Greenacre (part of), Haberfield,  
Homebush, Homebush West, Hurlstone Park,  
Mortlake, Strathfield, Rhodes, Rodd Point,  
Russell Lea, Summer Hill, Wareemba.

#### Marrickville Community Mental Health Service

**Business Hours:** 8.30am – 5pm, Monday to Friday  
**Address:** Marrickville Health Centre  
155 – 157 Livingstone Road, Marrickville 2204  
**Phone:** 9562 0500  
**Fax:** 9562 0501  
**Suburbs Covered:** Dulwich Hill, Enmore, Lewisham, Marrickville,  
Newtown (part only), Petersham, St Peters,  
Stanmore, Sydenham, Tempe.

#### Redfern Community Mental Health Service

**Business Hours:** 8.30am – 5pm, Monday to Friday  
**Address:** Redfern Community Health Centre  
103 – 105 Redfern Street, Redfern 2016  
**Phone:** 9395 0444  
**Fax:** 9690 1978  
**Suburbs Covered:** Alexandria, Camperdown, Chippendale, Darlington,  
Erskineville, Newtown (part only), Redfern, Waterloo.
Community Mental Health Services

Mental Health Line – 1800 011 511
The Mental Health Line is an intake service connecting you with the right care. It is an initial telephone point of contact for all community mental health services. It operates 24 hours a day, seven days a week across NSW. The intake officer provides information about mental health as well as referral to your most appropriate treatment and assessment service. Call the Mental Health Line on 1800 011 511 any time and ask to speak to the intake officer for information regarding any of the following:

Aboriginal Mental Health Workers
Area-wide service offering assessment and referral for Aboriginal and Torres Strait Islander people and their families. Case management is available for clients in Camperdown and Redfern areas.

Acute Care Team
Acute and crisis mental health care in people’s homes and at the community health centre. The service is available 24 hours. Call 1800 011 511 and ask for the local crisis team.

Adolescent Mental Health Service
Specialist service for young people (12 – 18 years) who are experiencing depression, anxiety, changes in mood or ways of thinking, problem behaviours, relationship issues, school or conduct problems, drug and alcohol problems, eating disorders, or sexual identity problems. The team offers acute assessment when necessary, as well as support, counselling and links to appropriate specialist services.

Adult Mental Health Team (also known as the Core Team)
Assessment, treatment and care coordination for adults experiencing a range of mental health problems such as psychosis, schizophrenia, depression, mood disorders and severe anxiety. Medical treatment and support is provided for families and carers. The Core Team offers a range of individual and group rehabilitation programs including social and leisure activities for people with a mental illness requiring assistance living in the community (Canterbury and Croydon).

Assertive Outreach Team (based at Croydon)
Intensive community mental health care for adults 18 – 65 years who have been assessed and referred by community mental health centres or hospital (Concord Centre for Mental Health or Missenden Psychiatric Unit). This service covers the Canterbury local government area. Care includes assertive community treatment through targeted interventions (both outreach and centre-based) with the aim of preventing further, or reducing disability that is associated with mental health problems.

Bilingual Counsellors
Arabic, Chinese, Greek, Korean and Vietnamese counsellors are employed by the Mental Health Service to assist people who speak a language other than English. Bilingual counsellors are located in Marrickville (Greek and Vietnamese), Canterbury (Arabic, Greek and Vietnamese) and Croydon (Chinese and Korean).

Community Rehabilitation Service (Canterbury and Croydon)
A range of individual and group programs including social and leisure activities, vocational assessments and work programs for people with a mental illness requiring assistance with living in the community.

Peer Support Workers
Consumer workers have personal experience living with a mental illness. They are employed by mental health services to provide peer support, advocate for consumers and to provide referrals.
Specialist Mental Health Services for Older People

These services are for older people aged 65 years and over who have developed, or are at risk of developing a mental health disorder such as depression or psychosis or who may have moderate to severe behavioural problems associated with dementia and/or mental illness.

Community teams provide specialist clinical assessment and case management in conjunction with GPs and other service providers. Staff include specialist psychiatrists, psycho-geriatric nurses, social workers, and psychologists with expertise in mental health problems affecting older people.

You can refer yourself, a family member or someone you are caring for to Specialist Mental Health Services for Older People by calling the Referral and Information Centre on 1800 556 533 during the hours of 10am – 4pm, Monday to Friday. This service also provides information and advice on community aged care and rehabilitation services across the area. After hours or urgent referrals should be made through the Mental Health Line 1800 011 511.

Support Services

Anxiety Disorder Support Group

A support group for people with anxiety disorders. Phone 1300 794 992 or visit www.mentalhealth.asn.au/find-support/anxiety-support-groups.html

Break Thru People Solutions

Family Mental Health Support Service

Family Mental Health Support Service (FMHSS) provides free flexible support that is responsive to children and young people (up to 18 years) and families affected by, or at risk of mental health issues, through support, early intervention, education, referrals and advocacy. Phone 8046 5840 and Toll Free 1800 671 982, Fax 8700 1405 or visit www.breakthru.org.au

Brightside – Morris Iemma Indoor Sports Centre (YMCA)

Free 60-day customised individual exercise, and weekly group exercise program for people with a mental illness. Personalised training and support provided. Referral required. Phone 9153 0441 or visit www.ymcansw.org.au/centre/miisc/activity/brightside-mental-health-and-wellbeing

Buckingham House (PRA)

A day-to-day living program in Redfern for consumers to learn life skills and participate in recreational activities. Phone 9393 9240

Carer Assist

Assistance for friends and family members (carers) who want information and support in caring for someone with a mental illness. This service also helps in building support systems, learning how to live with someone who has a mental illness, setting boundaries and caring for themselves. Groups are available in Balmain, Bankstown (2 English and 1 Vietnamese), Burwood, Canterbury (Chinese), and Inner West. Phone 9708 2670 or visit www.sfnsw.org.au/Carer-Assist

Co.As.It (Italian Association of Assistance)

Mental Health support for Italian-identified Australians, including counselling, support groups for carers, community engagement and mental health education. Co.As.It can also offer assistance with the provision of social and practical services. Co.As.It aims to provide culturally and linguistically appropriate support. We are currently funded for the whole Sydney region. Phone 9564 0744 or visit www.coasit.org.au

Drug Health Services

Assessment, counselling, detoxification and inpatient treatment aimed at reducing or minimising harm associated with alcohol and other drug use. Phone the Drug and Alcohol Intake Line on 9515 6311.
Inner West Respite Service *(Schizophrenia Fellowship)*
Respite services for carers (includes a family member, friends, neighbours) who are supporting someone with a mental illness. The service includes assessment, referral, one-to-one support, transport and support to attend medical appointments. Phone 9747 8616

Inner West Sydney Partners in Recovery
Facilitating support for people with enduring mental health needs and other complex issues.
Phone 8075 2301, Referral Line 1800 501 858

Mary MacKillop Outreach
Mary MacKillop Outreach is a volunteer-based, disability support service established to provide recreational, educational, social, living skills and prevocational training programs to people living with a mental illness and/or disability residing in licensed residential centres (boarding houses) and group homes. Areas covered: Ashfield, Burwood, Canada Bay, Canterbury, Leichhardt, Marrickville and Strathfield.
Phone 9568 0247 or visit www.mmovinnies.org.au

Mental Health Advocacy Service
A service of Legal Aid NSW which offers free legal advice on mental health matters.
Phone 9745 4277 or visit www.legalaid.nsw.gov.au/what-we-do/civil-law/mental-health-advice

Mental Health Respite Program – Carer Support, Commonwealth Respite and Carelink Centre
Respite for carers of people with mental illness, intellectual disability or autism. Respite can be provided from the caring role through short-term in-home or out-of-home respite, as well as social and recreational activities that provide carers with a break from their caring roles.
Phone the Commonwealth Carer Respite Centre on 1800 052 222.
Personal Helpers and Mentors Program (PHaMs)

PHaMs focuses on providing assistance to people who have a functional limitation as a result of a mental illness. PHaMs supports clients to manage their daily activities, increase community connections and access a range of integrated community, social, accommodation, health, welfare and employment services. Inner West providers of PHaMs are:

- **Aftercare** 9646 9110
  Area covered: Canada Bay, Ashfield and Leichhardt
  For the full range of Aftercare services visit [www.aftercare.com.au](http://www.aftercare.com.au)

- **Aftercare** 9563 8102
  Area covered: Glebe, Annandale, Rozelle, Balmain, Birchgrove, Forest Lodge, Camperdown
  For the full range of Aftercare services visit [www.aftercare.com.au](http://www.aftercare.com.au)

- **New Horizons** 8755 4705
  Area covered: Ashbury, Belfield, Belmore, Campsie, Canterbury, Clemton Park, Croydon, Croydon Park, Earlwood, Hurlstone Park, Kingsgrove, Lakemba, Punchbowl, Riverwood, Roselands, Wiley Park
  For the full range of New Horizon services visit [www.newhorizons.net.au](http://www.newhorizons.net.au)

- **Neami** 9798 2111
  Area covered: Ashfield, Marrickville, Newtown, Summer Hill, Stanmore, Tempe, St Peters, Dulwich Hill.
  For the full range of Neami services visit [www.neaminational.org.au](http://www.neaminational.org.au) or [ashfield@neaminational.org.au](mailto:ashfield@neaminational.org.au)

ReachOut.com

ReachOut.com is Australia’s leading online youth mental health service, where you can get the help you need, where and when you need it. Every year ReachOut.com helps hundreds of thousands of people under 25 tackle everything from finding motivation to getting through really tough times. [www.reachout.com](http://www.reachout.com)
RichmondPRA
RichmondPRA works in the community with people with a mental health issue or psychosocial disability, their families and carers to provide recovery orientated supports and resources.
Phone: 9393 9000 or visit www.richmondpra.org.au

Schizophrenia Fellowship
Provides advice, information and support for those affected by a mental illness.
Phone 9879 2600 or 1800 985 944 or visit www.sfnsw.org.au

Service for the Treatment and Rehabilitation of Torture and Trauma Survivors (STARTTS)
Personal support programs, counselling, psychiatric services and support groups for people who have survived torture or trauma and are refugees or asylum seekers.
Phone 9794 1900 or visit www.startts.org.au

Transcultural Mental Health Centre
Information, referral and support groups for people with a mental illness and their carers from culturally and linguistically diverse backgrounds. The centre is located at Cumberland Hospital Campus, 5 Fleet Street, North Parramatta.
Phone the intake service on 1800 648 911 or go to www.dhi.health.nsw.gov.au/tmhc/default.aspx

Tresillian Family Care Centre
The service is located at Belmore and caters for families with a baby or young child who need guidance on parenting issues such as breastfeeding, settling and sleep or post natal depression. A referral is required from a health professional such as an Early Childhood Health Nurse, GP or Paediatrician. Services include outreach, day stay and residential.
Phone 9787 0800 or visit www.tresillian.net

Uniting Care Supported Living
A service that provides support to people with a disability including a mental illness.
Phone 8752 3777 or visit www.unitingcaredisability.org.au/supported_living

Veterans’ and Veterans’ Family Counselling Service
A specialised, free, confidential and Australia-wide service for Australian veterans and their families.
Phone 1800 011 046

Wesley Private Hospital
A private hospital located in Ashfield catering for those who need hospitalisation due to a mental illness.
Phone 9716 1400 or 1300 924 522 or visit www.wesleymission.org.au/centres/wesprivate/

Wesley Gambling Counselling Services
Free counselling for people who have a gambling addiction and their families.
Phone 9263 5577 or visit www.wesleymission.org.au/Services/counselling/Gambling_Counselling_Service.asp
Mental Health First Aid

Mental Health First Aid is the help provided to a person developing a mental health problem or who is having a mental health crisis. First aid is given until appropriate professional treatment is received or until the crisis resolves. The aims of Mental Health First Aid are to:

- Preserve life where a person may be in danger to themselves or others
- Provide help to prevent the mental health problem developing into a more serious state
- Promote recovery of good mental health
- Provide comfort to a person suffering a mental illness.

Mental Health First Aid Action Plan

- Assess risk of suicide or self harm
- Listen non-judgementally
- Give reassurance and information
- Encourage appropriate professional help
- Encourage self-help strategies

For more information visit www.mhfa.com.au

Useful phone numbers – 24/7 support

- Mental Health Line: 1800 011 511
- Lifeline: 13 11 14
- Kids Help Line: 1800 55 1800
- Mensline Australia: 1300 789 978
- Salvo Care Line: 1300 363 622
- Sexual Assault, Family & Domestic Violence Line: 1800 424 017
- Suicide Call Back Service: 1300 659 467