



MENTAL HEALTH SERVICES IN PRIMARY CARE

The Mental Health Services in Primary Care program provides greater access to mental health services for those people living with **mild to moderate mental health disorders** in the New England North West region, including people who live in Residential Aged Care Facilities. This service is supported by the Australian Government Department of Health via the Hunter New England Central Coast Primary Health Network. HealthWISE funded mental health services target those individuals requiring primary mental health care who are unable to afford access to private mental health services.

Service Types:

Psychological Therapy

Focused psychological strategies are provided for clients with mild to moderate mental health disorders. Clients referred under this program are those that would benefit from **short-term interventions** including Psycho-education, Cognitive Behavioural Therapy, Relaxation Strategies, Skills Training, Interpersonal Therapy and Narrative Therapy. These short-term therapies are particularly suitable for common mental disorders. The program offers up to 12 free sessions within a calendar year.

Clinical Care Coordination

Care coordination is for people diagnosed with complex and enduring mental illness. Each individual receiving Clinical Care Coordination services is eligible for service for a period of 12 months at a frequency that is determined during care planning and is clinically indicated.

Psychological Intervention – Residential Aged Care Facilities (RACF)

This service is provided to residents of participating aged care facilities displaying symptoms of mild to moderate mental health disorders (excluding symptoms of dementia). Referral to this service should be via GP referral, but local referral pathways may be co-designed with facilities and as appropriate, may include referral by senior facility clinicians such as Registered Nurses. HealthWISE will work with clients and facilities to arrange appointments and groups.

Who can access the programs?

Adults and children with a referral from their GP, paediatrician, psychiatrist, or maternal and child health nurse which includes a **current Mental Health Treatment Plan**.

How is support provided?

Support can be provided via face to face consultations, phone consultations, or Telehealth platforms such as Skype.



How are the programs accessed?

- Referrals (including a Mental Health Treatment Plan) should be faxed to the PRIMA central intake number **1300 452 059**, or via Medical Objects **HEALTHWISE, MENTAL HEALTH**. Referral forms for the RACF program can be found on the HealthWISE website.
- Triage and assessment will be undertaken to determine eligibility, this may include a phone assessment with the client by a PRIMA Mental Health Worker.
- HealthWISE will contact eligible clients for appointments.
- The referrer will be notified via fax or Medical Objects advising of the outcome of their referral.

Service Locations

The programs are currently offered in Armidale, Ashford, Barraba, Bingara, Bundarra, Glen Innes, Gunnedah, Inverell, Manilla, Moree, Mungindi, Narrabri, Quirindi, Tamworth, Tenterfield, Uralla, Walcha, Wialda and Wee Waa.

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