



youth
Mental Health Services

THE MACARTHUR, WOLLONDILLY & WINGECARIBEE ACCESS DIRECTORY

Who will use this directory and why

This youth mental health *access directory* has been developed for:

- young people who are responsible for their health and wellbeing;
- those who are seeking help for the young people they care for such as parents, carers, friends, professionals and youth & family workers; and
- community members who have contact with young people through educational, sporting, religious, cultural and social activities, groups and services.

The development of this *access directory* is a component of the Youth Mental Health Project coordinated by Community Links Wollondilly (CLW). CLW was granted funds by Macarthur Area Assistance Scheme (MACAAS) to develop and promote a resource for young people that increased awareness of where to access assistance in regards to mental health. *The Little Blue Book* was developed to meet this outcome and information on how you can access this booklet can be found on page 24.

The resources that Community Links Wollondilly have developed provide young people, families and community members who have contact with young people, access to information and services relating to mental health issues and not advise on the treatment of mental health. The role of Community Links Wollondilly and its workers is to acknowledge that mental health issues are prevalent in our community and to assist young people to obtain appropriate and qualified information, diagnosis and/or ongoing professional help.

The Little Blue Book provides details of 'youth friendly' health and community services where young people can seek information and assistance about mental health issues.

However, the diverse range of services available to young people suggests that delivery of mental health services, which traverses both health and community sectors, offers a variety of options and methods of contact through which young people and those who care for young people access. Therefore, CLW has produced this second *access directory* to present the overarching structure of mental health services available to young people and include those services, vital to the diagnosis and treatment of mental illness, that are accessed predominately by adults and professionals on behalf of the young people they care for or by young people over the age of 18.

About youth mental health services

As shown on the Youth Mental Health Network, located on the inside front cover and middle page of this *access directory*, services that assist young people with their mental health are many and varied. This is a reflection of the differing needs of young people and also the methods young people, families and community members use to access services that provide information, support, advice and medical assistance.

Young people may require access to services to assist them with an immediate and short term problem for which information and resources can provide, or they may require access to services for ongoing medical and social support.

Regardless of the reason for contact, each type of service involves different guidelines for access. Some services are 'youth friendly', where young people

can 'drop in' or phone for advice and/or to make an appointment to speak to someone. Others require a more formal and complex referral process and one that is initiated by adults caring for the young person, whether they be parents, carers, health professionals, or youth and family workers.

There are also strict medical guidelines about those professionals who are permitted to diagnose a mental illness and prescribe medication.

Quite often care for a young person with mental illness involves a co-ordinated approach which incorporates the young person's family and youth, community & health services working together to provide the best possible combination of medical assistance and support the young person may desire and benefit from.

Key to directory symbols

The directory key has been designed to easily identify the type of service each organisation provides. See pages 10–14 for detailed information about community & health professionals and the services they provide.

-  **Information.** Printed information is available as well as information about other organisations and the services they provide.
-  **Support Services** (see page 10 for more information).
-  **Counselling Services** (see pages 13 & 14 for more information).
-  **Support, mentor & social groups.** These organisations run groups or find mentors for young people.
-  **Carer service.** These organisations provide additional services for young people who have **a family member with mental illness.**
-  **Referral** to other services can be arranged by this organisation (see page 11).
-  **Multilingual.** These services provide information in languages other than English.
-  **Resources.** Printed factsheets, brochures or online games & support are available from these services.
-  **A Referral from** a GP or youth, community or health professional is required to access these services.
-  **Youth friendly.** These services are ones specifically developed for young people.
-  A **Medicare Australia Card** is required to access these services (see page 11 for more information).

Websites and Online Information and Services

During the Youth Mental Health Project it was revealed that websites were one of the most popular ways that young people access information on a range of different topics. The websites in this *access directory* are mostly developed for young people and provide information on social, physical and mental health issues. See page 4 for the key to directory symbols.

Black Dog Institute

www.blackdoginstitute.org.au



The Black Dog Institute studies mood disorders and has a public website with information on depression, bipolar disorder and when and where to get help. The institute, located at the Prince of Wales Hospital in Randwick, can be accessed for clinical services through a GP referral.

Beyond Blue and YBBLUE

www.ybblue.com.au



YBBLUE is a website developed specially for young people to access information, resources and stories about depression and other mental health problems.

BluePages

www.bluepages.anu.edu.au



This website will provide information on symptoms, treatment and prevention of mental illness and link you to resources, other websites and community and virtual support.

Children of Parents with Mental Illness (COPMI)

www.copmi.net.au



This is a great website if you have a parent with mental illness or to pass on if you know someone who does. The site can link you to even more websites and provide tips and information.

E-couch

www.ecouch.anu.edu.au



Log on to this website and click on *new users* to see if this site can help you.

headspace

www.headspace.org.au



This website can give you useful information and advise you on where to get help for mental health problems and what to expect when you get there. The site also gives you information on the group programs available. (See page 15 for more information about contacting this youth friendly service.)

itsallright (SANE Australia)

www.itsallright.org



This website will provide you with factsheets on mental illnesses and information relating to mental health.

Kids Helpline

www.kidshelp.com.au



This site gives you information about the helpline phone counselling service; can connect you to their email or web counselling service; and links you to other youth and health online services where you can get help. (See page 8 for their telephone helpline.)

Mental Health Association NSW Inc

www.mentalhealth.asn.au



For factsheets, information and web resources on a range of mental health issues, select *NSW* on the country map and go to *Information Service* on the Home menu.

MoodGYM

(The Australian National University)

www.moodgym.anu.edu.au



MoodGYM is a fun, interactive program that helps you identify and overcome problem emotions and shows you how to develop good coping skills for the future.

Multicultural Mental Health Australia

www.mmha.org.au/mmha-products/fact-sheets



You can download brochures about mental health in 21 languages at this Government site. Many of the factsheets are available in audio files as well as print format.

National Children's & Youth Law Centre

www.lawstuff.org.au



Law Stuff will give you detailed information on your legal rights and responsibilities on almost every topic.

National Mental Health Strategy

www.health.gov.au/mentalhealth



For a range of information, factsheets and research about mental health select *Mental health publications* in this Government website.

NSW Department of Community Services (DoCS)

www.community.nsw.gov.au/DOCS



To access information and links about safety issues for young people, go to the *parents, carers & families* menu and click on *for young people*.

NSW Government Youth Website

www.youth.nsw.gov.au



Youth NSW gives you information on a range of youth related subjects including things to do, staying safe, health, getting help, work & money, school & beyond and leaving home. Go to '*category index*' in *Info for young people* to access these links and resources.

Reach Out!

www.reachout.com.au



The ReachOut website has information on issues including drugs, depression and sex. They provide advice on how to get help and have stories from other young people.

SANE Australia

www.sane.org



Visit the SANE website to access online information and factsheets about mental health problems that you or a member of your family might be experiencing. Go to the information menu and select *Factsheets*.

Somazone

www.somazone.com.au



Somazone describes itself as "the place to go when you want to know". The site provides free, confidential advice and information for young people.

Somazone also provides support for young people through a question and answer service.

Transcultural Mental Health Centre

www.dhi.gov.au/tmhc



This website provides important information about the Carer Support Program for young people from culturally and linguistically diverse backgrounds who are looking after someone with a mental illness. The site also provides factsheets, brochures and pamphlets in different languages. This organisation's clinical service can be accessed by **phoning 1800 648 911 during office hours**.

Traxside Youth Health Service

www.beanbag.net.au/traxside



This beanbag net centre will provide information on health services, youth centres and stories from Traxside's newsletter. (See page 15 for information about contacting this youth friendly service.)

Youth Solutions

www.youthsolutions.com.au



Youth solutions can answer questions and give you information about alcohol and other drugs and provide links to more websites. (See page 19 for information about contacting this service.)

Telephone Help, Information and Advice Lines

Telephone help lines offer a combination of information, support and counselling. These services provide community members with an alternate method of accessing youth, health and community services. See page 4 for the key to directory symbols.

Alcohol & Drug Info Helpline

1800 422 599



This service can provide information and referral to young people and adults for themselves or someone they know that might have a drug or alcohol problem. The helpline is non judgemental and services NSW.

Beyond blue

1300 22 4636



24 hour information line about depression and anxiety.

DoCS Helpline

132 111



24 hour, 7 days per week telephone service for 'risk of harm' reporting. An interpreter service can be provided as well as links to other crisis services like accommodation.

Domestic Violence Line (over 18)

1800 656 463



24 hour, 7 days per week telephone service for people affected by domestic violence. Interpreter services can be provided.

Kids Help Line

1800 55 1800



Australia's only free, confidential and anonymous, 24 hour phone and online counselling service for young people aged between 5 & 25. This service can also provide telephone contacts from their extensive database and refer to other services. (See page 6 for website details.)

Legal Aid

1800 101 810



Hotline for under 18's.

9:00am to midnight Monday to Friday and 12:00 noon to midnight on weekends. An interpreter service can be arranged.

Lifeline

13 11 14



24 hour telephone counselling for anyone, anywhere, anytime for the cost of a local call.

Macarthur Mental Health Promotion Network (MMHPN)

(Macarthur Mental Health Service)

(02) 4629 5400



The Network aims to promote mental health and wellbeing in the Macarthur community through:

Information: Facilitating information flow between services and the public.

Participation: Maximising consumer and carer participation at all levels of operation.

Action: Creating, coordinating and/or taking advantage of public events that encourage positive and realistic attitudes towards better mental health.

NSW Mental Health Info Service

1300 794 991

Mon, Tues, Thurs & Fri 9.30am – 5.00pm

Wed 12.30pm – 5.00pm



This service will provide updated information on local youth and health services from their database. Resources can also be accessed by phoning this service.

Salvo Care Line

1300 363 622 or 02 9360 3000



24 hour telephone counselling service.

SANE Australia

1800 18 SANE (7263)



Helpline for information and advice.

Monday – Friday, 9:00am – 5:00pm.

South West Sydney Commonwealth Respite & Carelink Centre

1800 052 222

Open 24 hours, 7 days a week



This organisation provides support for young carers of parents with mental illness. (See page 16 for details about this program.)

Transcultural Mental Health Centre

1800 648 911



This service can provide over the phone advice and consultation on mental health issues as well as information on cultural and religious issues. (See page 7 for their website details.)

Youth Solutions

(02) 4628 2319



Youth solutions can answer questions and give you information about alcohol and other drugs and refer you to counselling and treatment services. (See page 19 for more information about this service.)

Youth, Community & Health Services & Professionals

Definitions of common language used by youth, community & health services

Young People and those who care for them

The term **young person** is a difficult one to define and we apologise for generalising when speaking about a group so diverse in age. In *community service organisations* the term describes a person aged anywhere between 11 and 25. *Health services* vary in their approach to the age of a young person. In most services a person moves from a **child health service** to an **adult health service** at 18. However, many young people are financially independent at 16 and the organisation may decide that an adult service is more appropriate to meet the individual needs and circumstances of the young person.

Ethnic, language and social backgrounds are also individual to each young person. Attributes, beliefs and practices differ within cultures as well as between cultures and a young person's life experience, ethnicity and religious belief are important in the delivery of mental health services.

Apart from family, friends and youth, community and health professionals there are a vast number of community members working with young people (paid and unpaid) who are concerned for their health and wellbeing. Educators, tutors, mentors, sports coaches, performing and creative arts teachers, religious and spiritual leaders and youth

workers, and those who run groups and activities are examples of **community members who care for young people**.

Schools also provide support for the young people they care for. School counsellors, pastoral care workers and health nurses are professionals who may be available to young people and families through their school.

(See pages 12–14 for definitions of health professionals who care for young people).

Youth and Community Services

Youth and community services, located at community and neighbourhood centres, local councils and/or as independent services of larger organisations provide support, information, activities and referrals.

While some organisations offer professional counselling, others provide **support services** to young people, families and community members. This support sometimes involves speaking to a youth or community worker on a regular basis, but is different to professional counselling.

However, youth and community workers are trained in assisting young people and families to access information, advice and ongoing care options available to them in the community. Young people, families and community members can 'drop-in' or phone to seek assistance and/or information during business hours.

If the workers are unable to assist with an enquiry they can **refer** people to professionals or organisations that will.

The first person of contact for people when accessing community and some health organisations is often called the **'Intake' Officer or Worker**. These workers collect information that will assist them in determining the best possible assistance that a young person, family, or community member would benefit from. They accept referrals either from the individual or family requiring assistance, or from other services in the community sector. Their role is to determine what the best response would be in accordance with the desired outcomes of the referred individual or family. **Intake Workers** are employees who have a thorough knowledge of the services, activities and groups their organisation offers. The unique and individual circumstances that surround each enquiry for assistance in youth, community and health services are enhanced by speaking to an **Intake Officer** with a sound knowledge of what each of their organisation's workers can provide.

Health and Hospital Services

Mental Health services can be found at hospitals, within Community Health Centres and at surrounding locations of both hospitals and community health centres. Specialised youth services can be separate from, or inclusive of, these services.

Similar to the role of an Intake Worker

in community and some health services, **triage** is a term used in clinical and hospital health services for sorting people into groups based on their needs for (or likely benefit from) immediate medical treatment. This process is ranked in terms of importance or priority. In the **triage area**, patients are seen or spoken to by a **triage nurse or worker** who completes a preliminary evaluation before transferring care to another area of the health service.

Medicare Australia Requirements

Health services usually require presentation of a Medicare Australia card in order to access their service. **Young people aged 15 years and older** are permitted to apply for their own Medicare card. To do so, download a *Medicare copy/transfer application form* from the Popular Forms section of the website and forward to Medicare Australia; register for access to Medicare's online service; or visit a Medicare office.

The following **definitions of health professionals**, who can be accessed through both the public and private health sector, may assist in determining the most appropriate medical support for your individual circumstances or those of the young person you care for.

This information was accessed in April 2008 directly from *Consulting a professional, Getting help*, **Black Dog Institute**, online www.blackdoginstitute.org.au/public/gettinghelp/consultingaprofessional.

General Practitioners *(GPs or local doctors)*

General Practitioners are usually the first port of call for mental health problems. A General Practitioner may conduct a general check-up to identify whether there are any physical causes to your symptoms and assess the nature of the mental health problem. Depending on the nature of the problem, the General Practitioner might refer you to a psychiatrist, or suggest psychological therapy with a psychologist or a counsellor. The General Practitioner might also prescribe medication to relieve some of the symptoms of your depression.

If you are not comfortable seeing your own General Practitioner about a mental health problem, find another one with whom you do feel comfortable. It is important that you feel comfortable talking with your doctor about how you are feeling so he or she has as much information to help you as possible.

The cost of visiting a General Practitioner is either fully or partially covered under Medicare. If your General Practitioner bulk bills, the full cost of the consultation will be covered under Medicare if not, you will need to pay your General Practitioner (and then claim back from Medicare the rebate for the consultation).

Psychiatrists

Psychiatrists are specialist medical doctors who diagnose and treat mental illness and mental disorder. They are

trained both to recognise and treat the effects of emotional disturbances on the body as a whole as well as the effects of physical conditions on the mind.

Like General Practitioners, psychiatrists can prescribe, administer and monitor medication and provide physical treatments. They may also offer psychotherapy – talking treatments – which involves the psychiatrist and patient discussing problems during regularly scheduled sessions. Depending on the extent of the problem, such treatment may take a few sessions over several weeks or many sessions over a longer period of time.

Psychiatrists work in the public health system (through hospitals, clinics and community mental health services), in private practice, and in universities. A letter of referral by a General Practitioner is normally required to visit a psychiatrist and is necessary to claim the Medicare rebate for the consultation. Psychiatry services are covered under Medicare. If you see a psychiatrist as a public patient (for example, through a Community Health Centre or as a public hospital patient) you are unlikely to be charged. If you consult a psychiatrist privately, you will likely be charged a fee, only part of which will be reimbursed to you under Medicare.

Psychologists

Psychologists are specialists in human behaviour, development and functioning. Psychologists are trained in a range of different psychological therapies, which

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can be applied to the particular needs of each individual. Psychologists also have their own preferred treatment methods and so it is wise to find one that suits you. Psychological therapies are useful in both treating the symptoms of depression itself, and by addressing some of the underlying 'causes' or the factors that may be keeping a person depressed.

One commonly used therapy for depression is cognitive behaviour therapy (CBT). CBT aims to show people how their thinking affects their mood and to teach them to think in a less negative (and more 'realistic') way about life and themselves. CBT can be very beneficial for some individuals who have depression but there will be others for whom it is irrelevant.

Psychology consultations are now covered by Medicare if requested by a General Practitioner. If you obtain a referral letter, part or all of your consultation fee may be reimbursed. Free or low-cost psychological therapies (such as group cognitive behaviour therapy sessions) may be available through formal institutions, such as hospitals and universities.

Counsellors and psychotherapists

There are many different sorts of counsellors and psychotherapists, and their approach will vary considerably from one to the next. Some counsellors may have undergone formal training in counselling, while others may have come from a nursing or social work background.

Counsellors aim to work cooperatively with people to help them better cope with difficult life circumstances such as grief and loss, communication and relationships, work and career, stress, anxiety and depression, life transitions, parenting, self-esteem, spirituality and difficulties caused by addictions, trauma and abuse.

Like any other health professional, a counsellor should refer their client to another practitioner if the severity of their symptoms suggests an alternative form of treatment (including medication) or assessment is needed.

Counselling fees vary. Medicare does not cover counselling. (*See additional information about counselling services on page 14.*)

Other professionals

Social workers, occupational therapists and mental health nurses (*see page 14*) all fulfil key roles in the mental health service system and work closely with General Practitioners, psychiatrists and psychologists in the delivery of mental health services to an individual. Depending on where, within the health system, an individual seeks out help, a social worker or an occupational therapist may be the first point of contact for mental health problems.

The above information has been accessed from *Consulting a professional, Getting help*, **Black Dog Institute**, online @www.blackdoginstitute.org.au/public/getting-help/consultingaprofessional April, 2008.

Community counselling services

Community **counselling services** can also be accessed by dropping in or phoning your local community health centre or by contacting a community or private counselling service, that may or may not charge a fee (see yellow pages, local telephone directory under Counselling – Marriage, Family & Personal).

Social Workers / Caseworkers / Case Management

Social workers or caseworkers assist and support individuals and families through difficult areas of their lives.

A social worker is a trained professional who works with young people and families to come up with ways to make their lives better. A social worker understands the systems and difficulties in hospitals, schools, and families, as well as how people work and how they may feel and behave. A social worker can also be an Allied Health Worker under Medicare and certain fees are claimable.

Occupational Therapists

In the field of mental health, occupational therapists specialise in assessing how an individual's mental health impacts on their ability to function in their everyday life and identify their strengths and limitations that prevent a person from doing what they want to do in life and have a fulfilling life.

Occupational therapists and clients work together to develop and achieve

personal goals that are important to the person, including those within vocational (work), prevocational, leisure and social aspects of people's lives. An occupational therapist in mental health can help you to: better understand mental health and take an active part in your wellness; develop skills to live more independently in the community; deal with life change, stress and emotions more easily; feel better about yourself; improve personal relationships; develop hobbies and interests; return to work; and link in with community groups and agencies.²

Mental Health Nursing and Nurses

Mental health nursing is a specialised field of nursing whose main focus is on a person's individual experiences. Mental health nursing's primary tool is to understand a patient's inner feelings and thoughts through the therapeutic nurse-patient relationship. Mental health nursing focuses on the mind of the patient, how they consider themselves, the world and their part in the world.

Mental health nurses work together with patients to promote their physical and mental well being. Mental health nurses are able to provide treatment ranging from counselling, medication administration, group therapy to more specialised illness focused therapies. Mental health nurses protect patients' rights and support their families, carers and significant others.³

^{2/3}Information supplied by Macarthur Division of General Practice

Youth and Community Services

See page 4 for the key to directory symbols.

headspace



@ Campbelltown Community Health Centre
11/261 Queen Street
Campbelltown NSW 2560
(02) 4627 9089 P
(02) 4627 0889 F
0432 0183 197 M
Opening Hours:
Monday to Friday 9.00am – 5.00pm
www.headspace.org.au

headspace provide accessible, friendly, specialised health and other services for young people aged 12–25.

Social Spice is a group that deals with social anxiety and family and friend troubles.

Teen Struggles, another group, deals with young people that may be experiencing difficulties at school and with family/friends and everyday coping issues.

A group that addresses **Anger Management** is also starting.

You can either get a referral from your local doctor (GP) and make an appointment or phone to find out how this service can assist you.

Traxside Youth Health Service



4 Langdon Avenue
Campbelltown NSW 2560
(02) 4625 2525 P
(02) 4625 2547 F
(02) 4625 4185 TTY
Opening Hours:
Monday and Tuesday
10.00am – 1.00pm and 2.00pm – 5.45pm,
Wednesday 2.00pm – 5.45pm
Thursday and Friday
9.00am – 12.30pm and 1.30pm – 4.45pm
www.beanbag.net.au/traxside

Traxside is a free and confidential service for young people aged 12-25 years that provides counselling, resources, health services and a youth worker on duty during opening hours. Traxside also runs groups for young people.

You can either phone to make an appointment or drop in to see someone.

**Young Carers Program
(South West Sydney Commonwealth
Respite and Carelink Centre)**



40 Cumberland Street

Cabramatta 2166

(02) 9728 0290 P

(02) 9728 7812 F

Opening Hours:

Mon – Fri 9:00am – 5:00pm

The Young Carers Program provides short term and emergency respite support for young carers, such as housework assistance, personal care, transport assistance, in-home/out-of-home respite, tutoring assistance, social activities, camps and workshops.

A Young Carer is a person who is undertaking their primary or secondary education as well as caring for someone with chronic illness, disabilities, drug and alcohol dependency, an acquired brain injury, mental health issues, palliative care needs, dementia or who is frail aged.

(See page 9 for telephone helpline.)

**Harmony House
(Schizophrenia Fellowship)**



103 Hoddle Avenue

Bradbury 2560

(02) 4620 8888 / 4620 8188 P

(02) 4620 0616 F

The Day 2 Day Living Program

(16+ years) assists people with a severe and persistent mental illness which limits

their social and employment opportunity in the community.

**Youth Support Project
(Campbelltown Family Support
Service Inc.)**



6 Warby Street

Campbelltown 2560

(02) 4628 7233 P

(02) 4628 1743 F

admin@camfss.ngo.org.au

Opening Hours:

Mon – Fri 9:00am – 5:00pm

This service is for young people and their families who are having difficulties or are unsure what to do or where to go. The service aims to help young people and their families to gain skills, knowledge and support to meet their goals and deal with immediate issues that they are facing.

**The Drum Youth Resource Centre
(UnitingCare Burnside Macarthur
Youth Services)**



6-8 Iolanthe Street

Campbelltown 2560

(02) 4628 3199 P

(02) 4628 4754 F

Opening Hours:

Monday, Tuesday & Thursday

9:30am – 12:30pm and 2:00pm – 4:00pm

Wednesday 9:30am – 12:30pm

Friday 9:30am – 4:00pm

The Drum is a service for young people aged between 12 and 24 in the Macarthur area who are in crisis, homeless or dealing with drug and alcohol issues. The centre provides breakfast daily, toilet and shower facilities, information and health and counselling referrals.

**Compeer Friends Program
(St Vincent de Paul Society)**

Nagle Centre, 22 Iolanthe Street

Campbelltown 2560

(02) 4627 9180 P



Compeer is a volunteer program which helps break down the stigma and loneliness associated with mental illness through friendship and social support. Compeer offers friendship opportunities if you have a mental illness and would like a friend.

**Macarthur Legal Centre
(Youth Legal Service)**



4 Broughton Street

Campbelltown 2560

(02) 4628 2042 P

(02) 4628 0771 F

Free legal advice over the phone for young people aged 12-25 years, Tuesday 6:00pm – 8:00pm and Thursday 2:30 – 5:00pm or phone during business hours to make a face-to-face appointment.

**Risky Arts
(UnitingCare Burnside Macarthur
Youth Services)**



40 Broughton Street

Campbelltown 2560

(02) 4626 7664 P

riskyarts@bigpond.com

Risky Arts is an outdoor recreation program for 12–18 year olds. Activities include: white water rafting, abseiling, rock climbing, mountain bike riding, snow boarding, kayaking, cross country skiing, graffiti art workshops, jewellery making and art and craft.

Macarthur Diversity Services (MDSI)



Level 2, Centre Court

101 Queen Street

Campbelltown 2560

(02) 4627 1188 P

(02) 4628 6068 F

www.mdsi.org.au

www.bebo.com/mdsiyouth

Opening Hours:

Mon, Wed – Fri 9:00am – 5:00pm

Tues 9:00am – 3:00pm

MDSI provide information, support and referral to young people from culturally and linguistically diverse backgrounds who have lived in Australia for less than 5 years. Young people can access support by self referral or referred by parents and teachers.

Personal Helpers & Mentors Program

(Macarthur Disability Services Ltd)



Level 8, 138 Queen Street
Campbelltown 2560
(02) 4621 8400 P
(02) 4628 4006 F

The Personal Helpers and Mentors Program supports young people (16+) who are homeless or living in the Campbelltown area. People who join the program will work with their own Personal Helper and Mentor who will support them with things like budgeting and linking to other groups in the community.

Macarthur Mental Health Promotion Network (MMHPN) (Macarthur Mental Health Service)

(02) 4629 5400



The Network aims to promote mental health and wellbeing in the Macarthur community through:

Information: Facilitating information flow between services and the public.

Participation: Maximising consumer and carer participation at all levels of operation.

Action: Creating, coordinating and/or taking advantage of public events that encourage positive and realistic attitudes towards better mental health.

Mission Australia



Level 1, 180 Queen Street
Campbelltown 2560
(02) 4621 7400 P
(02) 4628 5971 F
www.missionaustralia.com.au

Mission Australia provides services and counselling for young people including drug and alcohol awareness and a Links to Learning program for early school leavers.

Personal Helpers and Mentors Program – Wingecaribee/Macarthur (Benevolent Society)



298 Queen Street
Campbelltown 2560
(02) 4633 3777 P

This program provides one-to-one support for people who are experiencing severe mental illness. Phone and ask for the Personal Helpers and Mentors Program Co-ordinator.

Eating Disorders Foundation (EDF) Macarthur Support Group



(02) 9412 4499 P
edf@edf.org.au

Support group meetings are held on the 4th Tuesday of every month, commencing April 2008 in the evening at a Campbelltown location.

To find out more phone or email.

This group is youth friendly.

GROW (World Community Mental Health Movement)



www.grow.net.au
1800 558 268

GROW is a community mental health movement organised and led by people recovering or recovered from mental illness.

GROW is anonymous, non-denominational and open to all. Its groups are run by their own members. Meetings are held weekly, last 2 hours, and are followed by refreshments.

Phone for a group near you.

Youth Solutions



Suite 19, Level 4,
Macarthur Square Shopping Centre
Gilchrist Drive
Ambarvale 2560
(02) 4628 2319 P

Youth solutions can answer questions and provide information about alcohol and other drugs, help you take action on drug related issues in your community and refer you to counselling and treatment services.

Warragamba Neighbourhood Centre



Cnr Weir Road & Fourteenth Street
Warragamba 2752
(02) 4774 1273 P
wsnc@bigpond.com.au

Opening Hours:
Monday to Thursday 9:00am – 4:00pm
Friday 9:00am – 3:30pm

This service provides information, referral to other services, advocacy (talking to organisations on your behalf), groups and activities.

Camden Council's Youth Café



Cnr Queen & Elyard Street
Narellan 2567
(02) 4645 5071 or (02) 4645 5026 P

Located in the Narellan Youth Space (Narellan Library complex behind the town centre), the Youth Café is perfect if you want to chill out and hang with bean bags, a pool table, juke box and an outdoor balcony. It also provides free activities including PS2 comps, creative arts and bingo.

The service is open Wednesdays – Fridays from 3.30pm – 6.30pm.

Camden Area Youth Service (CAYS)



19 Queen Street
Narellan 2567
(02) 4648 1212 P

Camden Area Youth Service is a service for youth between the ages of 12–25 in the local government area.

CAYS was established to help those who are socio-economically or linguistically disadvantaged. They aim to provide young people with the opportunities to socialise and develop knowledge and skills in a safe and supportive environment.

Community Links Wollondilly



6 Harper Close
Tahmoor 2573
(02) 4683 2776 P
(02) 4683 2778 F

www.communitylinks.org.au

Opening Hours:

Monday to Friday 9:00am – 5:00pm

The Youth Team provides support and assistance to young people aged 11–24 years through information, referral to other services, advocacy (talking to organisations on your behalf), groups, activities and a crisis drop-in service.

You can phone or drop in to see a youth worker to talk about issues such as accommodation, family conflict and/or breakdown, legal and financial matters, mental health, alcohol and other drugs, and isolation.

Within U is a social group for young people aged from 12–24 with a mental health condition. They gather every 2nd Tuesday to offer support, meet people and have fun.

Schizophrenia Fellowship (Wollondilly & Wingecaribee)



For information call 0417 132 092 or
0417 132 651

The Day 2 Day Living Program (16+ years) assists people with a severe and persistent mental illness which limits their social and employment opportunity in the community.

Anglicare



471 Argyle Street
Moss Vale 2577
(02) 4868 1780 P

To make an appointment with a counsellor, telephone during business hours. A Counsellor is available Tuesday and Thursday.

Health and Hospital Services

See page 4 for the key to directory symbols.

headspace



@ Campbelltown Community Health Centre

11/261 Queen Street
Campbelltown 2560
(02) 4627 9089 P
(02) 4627 0889 F

headspace provide accessible, friendly, specialised health and other services for young people aged 12–25. You can either get a referral from your local doctor (GP) and make an appointment or phone to find out how this service can assist you.

Traxside Youth Health Service



4 Langdon Ave
Campbelltown 2560
(02) 4625 2525 P
(02) 4625 2547 F

Opening Hours:

Monday and Tuesday

10.00am – 1.00pm and 2.00pm – 5.45pm,

Wednesday 2.00pm – 5.45pm

Thursday and Friday

9.00am – 12.30pm and 1.30pm – 4.45pm

Traxside is a free and confidential service for young people aged 12–25 years that provides counselling, resources, health services and a youth worker on duty during opening hours. You can either phone to make an appointment or drop in to see someone.

Macarthur Mental Health Service



6 Browne Street
Campbelltown 2560
(02) 4629 5400 P
(02) 4628 6101 F

This service provides outpatient assessment services and specialist clinics. For an appointment phone *intake* (see page 11) on 1300 66 9663. This is an adult mental health service for young people 18 and over who are residents of the Macarthur Region. (See page 10 for an explanation about child/adult health services.)

Infant, Child and Adolescent Mental Health (ICAMHS)



3-5 Cordeaux Street
Campbelltown 2560
(02) 4621 5000 P
(02) 4625 7283 F

Opening hours:

Monday – Friday 8.30am – 5.00pm

ICAMHS is a team of clinicians made up of Registered Nurses, Psychologists, Social Workers and Psychiatrists who provide a range of mental health services including assessment and treatment for children and adolescents from the Macarthur area. This service will require a referral from a GP, Pediatrician, School Counsellor or other professional and can be accessed by speaking to the *intake worker* (see page 11).

Perinatal and Infant

Mental Health Service (PIMHS)



See Infant, Child and Adolescent Mental Health Service (ICAMHS) for contact details (page 21)

This service has been set up to support women during both the antenatal and postnatal period.

Gna Ka Lun

Campbelltown Hospital



Therry Road
Campbelltown 2560
(02) 4634 4444 P
(02) 4634 4410 F

Gna Ka Lun is an adolescent mental health unit based at Campbelltown Hospital. The name means 'healing of the mind' and was kindly given to the unit by an Aboriginal elder of the local Tharawal people. The Gna Ka Lun Unit has ten rooms for young people with a mental illness who need to stay in hospital.

A referral is needed from mental health clinicians, psychiatrists, or any NSW Hospital to access this unit.

Waratah House

Campbelltown Hospital



Therry Road,
Campbelltown 2560
(02) 4634 4200 P

Waratah House is the adult mental health unit based at Campbelltown Hospital. For an after hours service phone Campbelltown / Camden Hospital on 4634 3000.

Tharawal Aboriginal Corporation



187 Riverside Drive
Airds 2560
(02) 4628 4837 P
(02) 4627 8066 F

Opening Hours:
Monday to Friday 9:00am – 5:00pm

Tharawal provide a community controlled Aboriginal Health Service offering doctors (GPs), a nurse, drug and alcohol counselling, a social worker and other services. The services are confidential and can offer discussion, treatment and referral for all kinds of mental health and drug and alcohol problems. Though most clients are Aboriginal, non-Aboriginal people can see the doctors, all of whom bulk bill. No appointment is necessary.

Macarthur Division of General

Practice Ltd



Level 3, 1 Bolger Street
Campbelltown 2560
(02) 4625 9322 P
(02) 4625 9466 F

The Macarthur Division of General Practice provides the community with links between GP's (local doctors), health services, hospitals and the community members who use these services. If you have a question about the type or locations of health services in the Campbelltown, Camden or Wollondilly area, the Division of General Practice can assist you with a range of information.

Marumali

(02) 4620 5846 P
(02) 4625 9522 F
Opening Hours:
Monday to Friday 8:30 – 5:00pm

Marumali is an Aboriginal health brokerage program affiliated with the Macarthur Division of General Practice. They look after Aboriginal people & Torres Strait Islander people who need assistance accessing health services. Marumali promotes a good relationship between members and their GP's.

Wollondilly Health Centre



5–9 Harper Close, Tahmoor 2573
(02) 4683 6000 P
(02) 4683 6932 F
Opening Hours:
Monday to Friday 8:30 – 6:00pm

An Infant, Child & Adolescent Mental Health Service can be accessed at Tahmoor by phoning ICAMHS (see page 21). A referral will still be required.

The Mental Health Team

An adult mental health service for young people 18+ can be accessed at the Wollondilly Health Centre by phoning the Macarthur Community Mental Health Service on 1300 669 663 and speaking to the *intake worker* (see page 11).

Wingecarribee Mental Health

Service @ Bowral Community Health



Bendooley Place, Bendooley Street
Bowral 2576
(02) 4861 8000 P
(02) 4861 4956 F
Opening Hours:
Monday to Friday 8:30 – 5.00pm

For information on services relating to mental health issues contact the *intake worker* (see page 11) during office hours.

Centre of Youth (COY)



@ Bowral District Hospital,
Cnr Bowral & Mona Roads, Bowral 2576
P (02) 4861 0385 P

COY is an adolescent mental health service for young people aged 12–17 accessed through the Wingecarribee Mental Health Service.

To contact the Wingecarribee Adolescent Mental Health Team phone the *intake worker* (see page 11) at Bowral Community Health on 4861 8000.

Bowral District Hospital



(after hours Mental Health Service)
Cnr Bowral & Mona Roads
Bowral 2576
(02) 4861 0200 P

In an after hours emergency situation go to or telephone Bowral District Hospital.



In an emergency situation where a person is threatening to harm themselves or others, contact the **Police on 000**.

Emergency 000

Police Stations

Picton **4677 8999**

Camden **4655 0599**

The Oaks **4657 1142**

Campbelltown **4620 1199**

Bowral **4862 9299**

Homeless Person Information Centre **1800 234 566**

Youth Accommodation Line **9698 5822**

Missionbeat **1300 306 461**

Should you wish to comment on this resource, order more copies of this directory or find out additional information about this project and the resources that have been developed, please contact Community Links Wollondilly at the Tahmoor Community Centre on (02) 4683 2776.

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6 Harper Close, Tahmoor NSW 2573

PO Box 71, Tahmoor NSW 2573

P 02 4683 2776 F 02 4683 2778

www.communitylinks.org.au