**Bendigo Loddon**

**Mental Health and Related Services DIRECTORY**

The Bendigo Loddon Primary Care Partnership (BLPCP) is a group of organisations (health, welfare, disability, local government, community based), across the City of Greater Bendigo and the Loddon Shire, who are working together to improve the health and wellbeing of our communities. **This resource is for agency and professional use**, and is an initiative of the BLPCP Mental AZ Network (MAZN). *The BLPCP acknowledges and thanks the Southern Mallee Primary Care Partnership for their background work to support this resource.*

# Aims of the resource

* Increase and improve communication between service providers for the benefit of the consumer
* Increase in awareness of, and referral to a range of Mental Health Services and supports
* Provide agencies with a resource which clearly defines the Eligibility and Entry Criteria for Mental Health & Related Services across the Bendigo and Loddon regions
* Highlight Mental Health Related Services that address the “whole of life needs” of an individual

The most up-to-date version of this resource will be maintained annually and available on the BLPCP website [www.blpcp.com.au](http://www.blpcp.com.au) under the ‘Health and Wellbeing Services Directory’ link.

It is the responsibility of agencies listed to advise BLPCP staff of updates as they occur. This document was last updated on 3 May 2016.

**Connectingcare:** For further information relating to services listed in the resource visit [www.connectingcare.com](http://www.connectingcare.com). Connectingcare is an online regional service directory with secure electronic messaging capacity. Agencies able to receive secure electronic referrals via Connectingcare are indicated in the ***point of entry*** column on the resource.

For information about registering for secure messaging and e-communication contact BLPCP staff: (03) 5448 1624 / [blpcp@bchs.com.au](mailto:blpcp@bchs.com.au).

# Acronym List

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| A&E Accident & Emergency  AAU Adult Acute Unit  ACAS Aged Care Assessment Service  ACSASS Aboriginal Child Specialist Advice & Support Service  ACC Anne Caudle Campus  AOD Alcohol and Other Drug  AMHT Adult Mental Health Team  ATAPS Access to Allied Psychological Services  ATAR Aboriginal Tenants at Risk  BCHS Bendigo Community Health Services  BDAC Bendigo & District Aboriginal Cooperative  BH Bendigo Health  CAMHS Child and Adolescent Mental Health Service  CBT Cognitive Behavioural Therapy  CCP Community Connections Program  CMHS Community Mental Health Services | CSS Carer Support Services  DHHS Department of Health and Human Services  ED Emergency Department  FACT Flexible Assertive Collaborative Treatment Team  FaPMI Families where a Parent has a Mental Illness  FPS Focused Psychological Strategies  GP General Practitioner  HARP Hospital Admission Risk Program  KwC Kids with Confidence  LM Loddon Mallee  LMMML Loddon Mallee Murray Medicare Local  LOMA Loddon Mallee Accommodation Network  MASP Mallee Accommodation and Support Program  MBS Medicare Benefits Schedule  MCH Maternal Child Health  MH Mental Health  MHCN Mallee Health Care Network  MHCSS Mental Health Community Support Services | MHFA Mental Health First Aid  MHS Mental Health Service  MHSRRA Mental Health Services in Rural & Remote Areas  NDCHS Northern District Community Health Service  NILS No Interest Loans Scheme  OPAU Older Persons Acute Unit  OPCMHT Older Person’s Community Mental Health Team  PIR Partners In Recovery  PARC Prevention & Recovery Centre  PASDAS Parenting and Skill Development Assessment  PHaMS Personal Helpers and Mentors Program  PND Post Natal Depression  PMHT Primary Mental Health Team  SCTT Service Coordination Tool Template  SHS Specialist Homelessness Service  WHLM Women’s Health Loddon Mallee  YMHFA Youth Mental Health First Aid  YMHS Youth Mental Health Service |
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**PLEASE NOTE: *The following numbers are available all day, every day, for anyone who requires support:***

**State-wide 24/7 Phone Services:**

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| Carer Support Services | 1800 068 978 | Family Violence Response Centre | 1800 015 188 | Sexual Assault Crisis Line | 1800 806 292 |
| Gamblers Helpline | 1800 156 789 | Kids Helpline | 1800 551 800 | Nurse on Call | 1300 606 024 |
| Lifeline | 13 11 14 | MensLine | 1300 789 978 | SuicideLine | 1300 651 251 |

**FOR EMERGENCIES CALL 000**

**Emergency EXAMPLES**

*\* Overdose \* Violence/threats of violence*

*\* Possession of Weapons \* Medical Emergencies*

*\* Siege \* Suicide/serious self-harm attempt in progress*

*Disclaimer: Information provided in the Emergencies Section of the service type page is sourced from the National Mental Health Triage Scale:* [*http://www.health.vic.gov.au/mentalhealth/triage/scale0510.pdf*](http://www.health.vic.gov.au/mentalhealth/triage/scale0510.pdf)

QUICK LINKS

Click on the TABS here:

[***Hospitals***](#Hospitals)

[***Mental Health Clinical Services***](#Mental_Health_Clinical_Services)

***[School Support](#Schools)***

***[(Primary and Secondary)](#Schools)***

Acute Services – Emergency and Urgent Care

Clinical triage

Crisis assessment and treatment

Clinical intervention

Dual diagnosis

Wellbeing team – chaplaincy, pastoral care

Guidance officers and school counsellors

Visiting Psychologist services

[***Community Health Services***](#Community_Health_Services)

[***General Community Services***](#General_Community_Services)

[***Family Violence Support and Protective Services***](#Family_Violence_Support)

Family services

Counselling Services

Wellbeing Clinics and Programs

Housing support

Domestic violence support services

Children and family services

Child protection – mandatory reporting

Child and family victims support

Counselling and programs

|  | **Organisation** | **Service** | **Eligibility** | **Point of Entry** | **Service Entry Criteria**  (eg. Referral Process) |
| --- | --- | --- | --- | --- | --- |
| Community Health Services | **Bendigo Community Health Services (BCHS)** | **Child, Youth and Family Services**   * Family Support - support children and parents to identify goals and to respond to their unique challenges * Young, Pregnant and Parenting Program. * Child and Youth Health Invest School Focused Youth Service – Children’s Health Clinic incl. a Mental Health Nurse. * Innovative Health Services for Homeless Youth Program (IHSHY) | **Family Support**  Families  **Young, Pregnant and Parenting Program**  Young families who are 21 years and under who are pregnant and/or parenting their first child.  **Child and Youth Health Invest School Focused Youth Service**  **0 – XX years.**  **Innovative Health Services for Homeless Youth Program (IHSHY)**  Aged 12-24 experiencing homelessness, or who are at risk of becoming homeless**.** | **Location:**   * Central: 171 Hargreaves Street   (P) 5448 1600   * Kangaroo Flat: 13 Helm Street   (P): 5430 0500   * Eaglehawk: 3 Seymoure Street   (P): 5434 4300   * Elmore: 46 Jeffrey Street   (P): 5432 6001  **Email**: [bchs@bchs.com.au](mailto:bchs@bchs.com.au)  **Website:** [http://www.bchs.com.au](http://www.bchs.com.au/index.aspx) | **Family Support**  **Referrals via: Child FIRST on 1800 260 338**  **Young, Pregnant and Parenting Program**  **Referrals via:**  **BCHS Kangaroo Flat site on 5430 0500**  **Child and Youth Health Invest School Focused Youth Service**  **Referrals via:** 5448 1600  **Innovative Health Services for Homeless Youth Program**  **Referrals via:**  BCHS Central Site on 5448 1600. |
| **Mental Health Wellness Initiative**   * Bendigo Carers and Community Project * Dual tools | **Bendigo Carers and Community Project:**  Families and Carers  **Dual tools:**  Alcohol or Drug NGO treatment services to build organisational. | **Referrals via:**  **BCHS Kangaroo Flat site on 5430 0500.** |
| **Men’s Health Clinic**  **Women’s Health Clinic** | Open to all. | **Referrals via:**  BCHS Central Site on 5448 1600 to book and appointment. |
| **Counselling Services;**   * Youth * Alcohol and other Drugs * Financial * Culturally Sensitive | Open to all | **Referrals via:**  **BCHS Kangaroo Flat site on 5430 0500.** |
| **Carer Wellbeing Program** | No criteria | **Referrals via:**  No referral required |
| **Bendigo & District Aboriginal**  **Co-operative (BDAC)** | **Indigenous Health & Welfare Services**   * Primary Health Services * Wellbeing Services * Family Harmony Services * Children’s Services * Placement Prevention Services * Intake/Housing Services * Social and Emotional Wellbeing * Section 18 * Health Promotion * Home and Community Care (HACC) Services | All including the Aboriginal community of the Dja Dja Wurrung | **Location:** 119 Prouses Rd, North Bendigo **Phone:** 5442 4947 **Email:** [reception@bdac.com.au](mailto:reception@bdac.com.au)  **Website:** <http://www.bdac.com.au> |  |
| **Boort District Health** | **Mental Health Services – SEE Boort Medical Clinic**  **Acute, aged care, urgent care services** | Open to all | **Location:** 31 Kiniry Street, Boort  **Phone:** 5451 5200  **Website:** <http://bdh.vic.gov.au/> |  |
| **Heathcote Health** | **Mental Health Counselling** | Open to all | **Location:** Located at 39 Hospital Street, Heathcote  **Phone:** 5431 0900  **Website:** <http://www.heathcotehealth.org/> | **Referrals from:**   * All referrals are managed by calling 5431 0900. |
|  | **Inglewood and Districts Health Service** | **Mental Health Nurse – Counselling**  **Social Workers**  **Alcohol & Other Drug Counselling & Support** | Open to all | **Location:** 3 Hospital Street, Inglewood  **Phone:** 5431 7000  **Website:** <http://www.idhs.vic.gov.au/> | **Referrals from:**   * GP * Other health professionals * Self-referral   (referrals will be triaged) |
| **Northern District Community Health Services**  ***(Access sites – Boort and Pyramid Hill)*** | **Drug and Alcohol Support:**   * **Alcohol and Other Drug Counselling** * **Rural Alcohol and Other Drug Withdrawal Service**   **Mental Health Carers Support**  **Mental Health Services:**   * **Generalist Counselling** * **Youth support**   **PIR – Partners in Recovery (partnership with NDCHS, PIR, Anglicare Victoria)** | Universal free service – open to all  Mental health carers  Open to all  **SEE** Partners in Recovery (PIR) | **Location:** NDCHS Kerang Reception,24 Fitzroy Street, Kerang 3579 – ***ACCESS sites – Boort and Pyramid Hill***  **Phone:** 5451 0200  **Website:** [**www.ndchs.org.au**](http://www.ndchs.org.au)  **Partners in Recovery**  SEE Partners in Recovery (PIR) below | **Service intake:**  Via NDCHS Kerang reception or via Connectingcare (SCTT)  **Referrals from:**   * GP * Other health professionals * Self-referral * Community workers |

|  | **Organisation** | **Service** | **Eligibility** | **Point of Entry** | **Service Entry Criteria**  (eg. Referral Process) |
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| General Community Services | **Australian Community Support Organisation (ACSO)** | Consumer Intake Assessment Line for Mental Health, Community Support Services and Alcohol & Drug Treatment Services. | Open to all | **Location:** 28 Pall Mall Bendigo  **Phone:** 1300 022 760 |  |
| **Baptcare** | **Range of services:**  Aged Care (community, residential and retirement living), child family and youth services, disability services, housing for asylum seekers, support for homeless people and volunteers. | Open to all | **Location:** 391 Hargreaves Street, Bendigo Victoria 3550  **Phone:** 5444 0464  **Website:** [www.baptcare.org.au](http://www.baptcare.org.au) |  |
| **Care Connect in Partnership with Life Without Barriers and Aftercare** | Providing one-on-one home based outreach mental health community support services.  Offers home based outreach service and provides personalized support to assist people to reach their greater potential and manage their mental health. The person is assisted to work on the recovery orientated goals that have been determined by themselves in consultation with the service. | Open to all | **Location:** Office 3B, 41 Mundy Street, Bendigo  **Phone: Through ACSO -** 4444 2680 or 1300 022 760  **Email:** [info@careconnect.org.au](mailto:info@careconnect.org.au)  **Website:** <http://www.careconnect.org.au/> | **Referrals from:**  ACSO referral required |
| **Carers Victoria** *(Statewide Counselling Program)* | **Counselling Program**   * Counselling for Carers - Up to 6 free counselling sessions per year across the state via local counsellors, telephone, or skype options | Open to all carers of family members with Mental Health, Dementia, aged or other conditions – the carer’s role should be ongoing for at least 6 months or result from changes to the carer role. | **Carer Advisory Line:** 1800 242 636  **Website:** <http://www.carersvictoria.org.au/>  **Referral form:** <http://bit.ly/1aE6let> | **Service Intake:**  Via Carer Advisory Line  **Referrals from:**   * Self/ Family * GPs & other Health Workers * Community Workers |
| **Centre Against Sexual Assault – Loddon Campaspe** | **Emergency or crisis care –** crisis counselling support, can include medical care and legal process support  **Information and advocacy –** legal concerns, safe accommodation, health concerns  **Counselling and support** | Victims and survivors of sexual assault, and non-offending family members and significant others. | Location: **48 Wattle Street Bendigo, 3550 Phone**:5441 0430 /  1800 806 292 (FREE CALL / after hours) **Fax**:5441 0429 **Email**:[**casa@casalc.com.au**](mailto:casa@casalc.com.au) **Website**:[**http://www.casalc.com.au/**](http://www.casalc.com.au/) |  |
| **CatholicCare Sandhurst** *(formerly Centacare Bendigo)* | **Counselling services and programs to individuals, couples, families and groups** |  | **Location:** 65 Baxter Street Bendigo **Phone:** 5438 1300 **Email:** [email@ccds.org.au](mailto:email@ccds.org.au)  **Website:** <http://www.centacare-sandhurst.org.au/> |  |
| **Compeer** | Social support and companionship. | Available for people who have a diagnosed mental illness and are being supported and managed by a Mental Health Professional | **Location:** 8 Olinda Street, Bendigo.  **Phone:** 5443 0240 **Email**: compeer.bendigo@svdp-vic.org.au  **Website:** http://www.vinnies.org.au/compeer-vic | * Referrals from: * Mental Health Professional |
| **Golden City Support Services** | **Services:**   * Disability Support Services * Carer Support & Respite * Community Aged Services * Community Mental Health | People with a range of support needs and their family and carers. | **Location:** 48 Mundy Street, Bendigo  **Phone:** 5434 2777 **Email**: [reception@gcss.org.au](mailto:reception@gcss.org.au)  **Website:** <http://www.gcss.org.au/index.php> | **Referrals from:**   * Psychiatric Services * GPs & other Health Workers * Self/Carer/Families * Health or Community Workers |
| **Haven; Home, Safe** | **Support and Residential Services** | Family and Individuals dealing with abuse, neglect, family violence, lack of housing, disability and the aged. | **Location:** 10-16 Forest Street Central, Bendigo  **Phone:** 5444 9000 **Email**: [intake@haven.org.au](mailto:intake@haven.org.au)  **Website:** [**http://www.lmhs.com.au/**](http://www.lmhs.com.au/) | * Referrals from: * Self/ Carer/ Family * GPs * Community & other Health Workers * Specialist Homelessness Services worker (SHS) |
| **Headspace** | **Youth Mental Health Service**   * Alcohol and Other Drugs * Sexual Health * Housing * Education and Training | A free service for those aged 12-25 Years | **Location:** 192 Hargreaves Street Bendigo **Phone:** 5434 3939  **Email:** [headspace@bchs.com.au](mailto:headspace@bchs.com.au)  **Website:** <http://www.headspace.org.au/headspace-centres/headspace-bendigo> | * Referrals from: * Self/Carer/Family * GP's & other health workers * Community workers |
| **Loddon Mallee Mental Health Carers Network** | **Support, education and advocacy** | Mental Health Carers | **Location:** Loddon Mallee Region **Phone:**  Carer Support Services: 54820808 or Family and Carer Mental Health Support Services: 50235966 **Email:** [spetrini@bendigohealth.org.au](mailto:spetrini@bendigohealth.org.au)  **Website:** <http://www.lmmhcn.org.au/about-us> | **Referrals from:**   * Local carers support group * Mental health workers |
| **MIND Bendigo** | **Community Mental Health Service**   * Information and advice * Personalised support services * Residential services * Family and carer services * Group support services * Care coordination services * Mind Recovery College * Psychological services. | Aged 16 years and over | **Location:** 9 Solomon Street, Bendigo **Phone:** 5441 6455  **Fax:** 5441 6455  **Email:** [info@mindaustralia.org.au](mailto:info@mindaustralia.org.au)  **Website:** <http://www.mindaustralia.org.au/> | **Referrals from:**   * Self/ Carer/ Family * GPs * Clinical Mental Health Service or Psychiatrist * Health or Community Worker |
|  | **Bendigo Youth Prevention and Recovery Care Service (PARC)**   * Short term recovery focused residential service for people aged 16-24 who have experienced serious mental health issues | Aged 16-24 years | **Location:** 37-43 Havlin Street East, Bendigo  **Phone:** 5454 7629  **After Hours:** 1300 286 463  **Email:** [info@mindaustralia.org.au](mailto:info@mindaustralia.org.au)  **Website:** <http://bit.ly/1EWON4K> | **Referrals from:**   * All referrals are managed by calling the triage on 1300 363 788 |
| **Bendigo Adult Prevention and Recovery Care Service (PARC)**   * Short term recovery focused residential service for adults who have experienced serious mental health issues | Adults | **Location:** 37-43 Havlin Street East, Bendigo  **Phone:** 5454 7629  **After Hours:** 1300 286 463  **Email:** [info@mindaustralia.org.au](mailto:info@mindaustralia.org.au)  **Website:** <http://bit.ly/1EWON4K> | **Referrals from:**   * All referrals are managed by the clinical services of Bendigo Health. * For more information call 1300 363 788 |
| **Partners in Recovery (Murray PHN)** | **Mental Health Service Co-ordination for:**   * People with long-term, severe problems with their mental health * Have complex needs that can’t be addressed by just one support service | * Long standing serious mental illness * Sever and persistent mental illness and Complex service needs * Require substantial support to engage the range of services required to meet needs * Have no existing or appropriate co-ordination arrangements * Person is willing to participate in the program | **Location:** 37 Rowan Street, Bendigo, Vic, 3554 **Phone:** 54417004  **Email:** [PIR@murrayphn.org.au](mailto:PIR@murrayphn.org.au)  **Website:**  [www.pir.net.au](http://www.pir.net.au)  [www.murrayphn.org.au](http://www.murrayphn.org.au) | **Intake via PIR Intake**  **Referrals from:**   * GP or clinical services * Community & other Health Workers * Self/Carer/Family |
| **Raphael Service** | Psychiatrist-led multi-disciplinary team providing assessment, diagnosis and treatment of people experiencing acute onset/ relapse of depression and/or anxiety during the perinatal period.  Family-focused approach aimed at improving mental health and well-being and relationships of all family members. | * High prevalence disorders arising in the perinatal period from conception to index child tuning 4 years of age. * Not receiving mental health service from other private provider | **Location:** 13 Helm St Kangaroo Flat  CHIRP Castlemaine  **Phone:** 03 54470771  **Website:**  [**http://www.sjog.org.au**](http://www.sjog.org.au) | Referral and MHCP from GP |
| **Salvation Army** | **Emergency Relief**  **Housing support**  **Alcohol and other drug related support**  **Domestic violence support** | Open to all | **Location:** 65-71 Mundy Street Bendigo  **Phone:** 5440 8431  **Fax:** 5441 6079  **Email:** [**www.salvationarmy.org.au/bendigo**](http://www.salvationarmy.org.au/bendigo) |  |
| **StandBy Response Service** (Based at BCHS) | **Suicide Crisis Response**  Suicide postvention programs | The **StandBy Response Service** is a community based program that provides a 24 hour coordinated crisis response to assist families, friends, schools, sporting clubs, workplaces, communities and associates who have been bereaved through suicide. | **StandBy 24 Hour Response:**  0439 173 310 | **Service Intake:**  Via StandBy 24 Hour Response  **Referrals from:**   * Self/ Carer / Family / Friends * GP’s & other Health Workers * Schools & Community Workers * Police, Ambulance, Firefighters * Funeral Directors |
| **Anglicare** *(formerly St. Lukes Anglicare)* | **Central Youth Services**   * Family Breakdown * Youth homelessness * Youth offending * Disengagement from education | Aged 12 – 19 years | **Location:** 10 Mundy Street Bendigo, 3550 **Phone:** 5434 3922  **Website:** <http://www.stlukes.org.au/> | **Referrals from:**   * Self/ Carer/ Family * GPs & other Health Workers * Community Workers |
| **Financial Counselling** | Free and confidential information to families and individuals who are experiencing financial difficulties. | **Location:** 47 High Street, Bendigo  *Services provided in Bendigo, Maryborough, Castlemaine, Kyneton, Eaglehawk, Kerang, Echuca and Kyabram.*  **Postal address:** P O BOX 315 Bendigo 3552  **Phone:** 54481000 or 1800 244 323 (free call)  **Email:** [fincon@stlukes.org.au](mailto:fincon@stlukes.org.au)  **Website**: <http://bit.ly/1FbNSjv> | **Referrals from:**   * Self/ Carer/ Family * GPs & other health workers * Community Workers * Free service |
| **Gamblers Help** | Individuals and families impacted by gambling. | **Location:** 47 High Street, Bendigo  *Services provided in Bendigo, Maryborough, Castlemaine, Kyneton, Eaglehawk, Kerang, Echuca and Kyabram.*  **Postal address:** P O BOX 315 Bendigo 3552  **Phone:** 54481000 or 1800 244 323 (free call)  **Website:** <http://bit.ly/1yusX67> |  |
|  | **Victims of Crime** | Victims, families and witnesses of violent crime. | **Location:** 47 High Street, Bendigo  *Services provided in Bendigo, Maryborough, Castlemaine, Kyneton, Eaglehawk, Kerang, Echuca and Kyabram.*  **Postal address:** P O BOX 315 Bendigo 3552  **Phone:** 54481000 or 1800 244 323 (free call)  **Website:** <http://bit.ly/19tQb6>l | **Referrals from:**   * Self/ Carer/ Family * GPs & other Health Workers * Community Workers * Police * Free service |
| **Women’s Health Loddon Mallee** | **Counselling Services** | All adult women | **Location:** 47 Myers Street, Bendigo 3550 **Phone:** 5443 0233 and 1800 350 233 [toll free]  **Email:** [whlm@whlm.org.au](mailto:whlm@whlm.org.au) | **Referrals from:**   * Anyone * Counselling service offers up to 6 free sessions |

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|  | **Organisation** | **Service** | **Eligibility** | **Point of Entry** | **Service Entry Criteria**  (eg. Referral Process) |
| Family Violence Support and Protective Services | **Take Two Berry Street, Bendigo** (*Outreach service*) | **Developmental mental health service for clients of Child Protection** | 0-17 Years | **Phone:** 5441 2211 | **Referral and Service Intake:**  Via DHS Child Protection |
| **Centre for Non-Violence** | **Women’s and Children’s Services**  **Prevention and Development: Men’s Programs and Solving the Jigsaw**  **Homelessness Support**  *(CNV covers six Local Government Areas (LGAs) and the major towns of Echuca, Maryborough, Kyneton, Castlemaine, Inglewood and Wedderburn and the City of Greater Bendigo)* | Those affected by violence – women, men, children | **Location:** 18 Forest St, Bendigo  **Email:** [**info@cnv.org.au**](mailto:info@cnv.org.au)  **Women & Children’s Services**  **Phone:** 5430 3000 **/**  1800 884 038(FREE CALL) **Fax:** 5443 4844  **Prevention and Development Programs Phone**: 5434 4100  **Loddon Mallee Homelessness Network Phone**: 5434 4100 **Fax:** 5434 4150 |  |
|  | **Department of Human Services – DHS, Loddon Mallee** | **Child Protection (statutory service)**  *Mandatory reporters must report* | 0-17 Years  Children and adolescents at risk of significant harm e.g. abuse (physical, sexual, emotional) neglect, violence, or abandonment; and/ or  Where there is the absence of protective factors within the child’s or adolescent’s environment | **DHS Child Protection:** 1800 675 598  **After Hours**:  13 12 78  **DHS Bendigo:**  5434 5555 | **Mandatory reporters must report**  **Referrals from:**  Self/ Carer/ Family  GPs & other Health Workers  Schools & Community Worker |

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|  | **Organisation** | **Service** | **Eligibility** | **Point of Entry** | **Service Entry Criteria**  (eg. Referral Process) |
| Hospitals | **All Hospitals/ Health Services** | **Acute services:**   * Emergency Department (ED) & Urgent Care Centre | * Conditional * Mental health crisis or acute episode | **Collaborative entry point:**  Regional Psychiatric Triage Service 1300 363 788 (24 hours) | **Intake:**  Via Hospital reception  **Referrals from:**   * Self/ Carer/ Family * GP & other Health Workers * Police & Ambulance Mental Health crisis assessment by the AMHS Crisis Response Clinician |

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|  | **Organisation** | **Service** | **Eligibility** | **Point of Entry** | **Service Entry Criteria**  (eg. Referral Process) |
| Mental Health (Clinical) Services | **Bendigo Health (BH)** | **Adult Mental Health Service**   * Provided by Bendigo Adult Mental Health Team * Crisis assessment and treatment * Clinical interventions and treatment | * Aged 16-64 years * Serious Mental illness or severe emotional and/or behavioural disturbances | **Location:** John Bomford Centre,  Cnr of Crook & Condon Street, Strathdale, 3550  **Phone:** 5440 6500  **After Hours:** 1300 363 788 | **Referrals (via psych triage) from:**   * Self/Carer/Family * GP's & other Health Workers * Teachers & Community Workers |
| **Older Persons Community Mental Health Team**   * Crisis assessment and treatment * Mobile intensive support * Clinical interventions and treatments. | * Aged 65+ * Mental illness and/or biological and psychological symptoms of dementia | **Location:** OPU, Bendigo Hospital  **Phone:** 5454 7604  **After Hours:** 1300 363 788  **Email:** [nbrewer@bendigohealth.org.au](mailto:nbrewer@bendigohealth.org.au) | **Referrals (via psych triage) from:**   * Self/Carer/Family * GP's & other Health Workers * Nursing Homes & Community Workers |
| **Adult Acute Unit**   * 34 bed acute adult psychiatric inpatient unit | * Aged 16-65 years * Serious mental illness | **Location:** Bendigo Hospital Campus, Mercy Street, Bendigo **Phone:** 5454 7765 **After Hours:** 1300 363 788 **Email:** [abcentre@bendigohealth.org.au](mailto:abcentre@bendigohealth.org.au)  **Website:** <http://www.bendigohealth.org.au/Psychiatric_Services.asp?PageID=28> | **Intake:**   * Via Psychiatric Triage only |
| **Bendigo Mental Health Service (Anne Caudle Campus Campus)**   * Dual diagnosis service * Secondary consultation * Workplace training & education * Service development * Mental Health Carers Support | * All ages * Co-existing mental health & substance use disorder | **Location:** 62 Lucan St, Bendigo **Phone:** 54547608 | **Referrals (via psych triage) from:**   * Mental health services, clinical & PDRSS * AOD services * GP referrals are conditional |
| **Bendigo Mental Health Service**  **Primary Mental Health Team (PMHT)**   * Clinical support & secondary consultations to GP's * Medication reviews * 4-6 CBT sessions * Education for practitioners (GP's & other health workers)   **Eating Disorder Service**   * 10-12 CBT sessions | High prevalence disorders e.g. anxiety, depression   * Aged 16 years+ * Diagnosis of anorexia nervosa & or bulimia nervosa | **Location:** John Bomford Centre,  Cnr of Crook & Condon Street, Strathdale, 3550  **PMHT and EDS Phone:** 54406529 | **Referrals (via psych triage) from:**   * GP's & other Health Workers |
| **Child and Adolescent Mental Health Service (CAMHS)**   * Crisis assessment and treatment * Clinical interventions and treatment | * Aged 0-18 years * Serious Mental illness or severe emotional and/or behavioural disturbances * Eating Disorders | **Location:** John Bomford Centre, Cnr of Crook & Condon Street, Strathdale, 3550 **Phone:** 5440 6506 1300 363 788 (24hrs) | **Referrals (via psych triage) from:**   * Self/Carer/Family * GP's & other Health Workers * Teachers & Community Workers |
| **John Bomford Centre**  **Family & children support projects**   * Family, carer, sibling issues * Mental health promotion | * Carers and families | **Location:** Condon Street, Strathdale **Phone:** 5454 6000 | **Referrals from:**   * GP’s & other health workers * Self/ Carer/ Family * Teachers & community workers |
| **Older Persons Acute Unit**   * Acute Aged Psychiatry (10 beds) * Dementia Assessment (10 beds) | * Aged 65 plus+ * Mental illness where inpatient treatment is indicated | **Location:** Bendigo Hospital **Phone:** 5454 8570 **After Hours:** 1300 363 788  **Website:** <http://www.bendigohealth.org.au/Psychiatric_Services.asp?PageID=31> | **Referrals from:**   * GP’s * Acute * Sub-acute * Residential care providers Entry to unit is via the Aged Person's Mental Health Service |
| **Psychiatric Regional Triage Service**   * Mental health assessment/triage/crisis response * A 24 hour telephone psychiatric crisis and referral service | * Severe forms of mental illness or disorder whose level of disturbance or impairment prevents other services from adequately treating or managing them | **Location:** Bendigo Hospital **Phone:** 5454 8570 **After Hours:** 1300 363 788 | **Referrals (via psych triage) from:**   * Self/Carer/Families * GP's & other Health Workers * Teachers & Community Workers |
| **Rural Adult Community Mental Health**   * Assessment and referral to: acute inpatient; residential and non-residential rehabilitation; and other generic health services * Case management * Crisis assessment and treatment * Mobile intensive support and treatment | * Aged 16 - 64 years experiencing a serious mental health problem | **Location**: Bendigo, Echuca, Swan Hill, Castlemaine, Maryborough and Kyneton **Phone:** 1300 363 788 (24hrs) *Outreach services to several small regional areas including Elmore, Heathcote, Donald, Inglewood and Charlton* | **Referrals (via psych triage) from:**   * Self/Carer/Families * GP's & other Health Workers * Teachers & Community Workers |
| **Simpkin House Bendigo**   * Aged Residential Care * 40 bed psycho-geriatric Nursing Home | * Aged 65+ * High care needs | **Location:** 8 Gibson Street, Bendigo **Phone:** 5434 7595  **Email:** [simpkin1@bendigohealth.org.au](mailto:simpkin1@bendigohealth.org.au)  **Website:** <http://bit.ly/1akyg2V> | **Referrals from:**  Aged Care Assessment Service |
| **Vahland House**   * Adult Rehabilitation (post acute) * Long term: Community Care Units and Extended Secure Unit | * Aged 16-65 years * Serious mental illness – Sub-acute (high /medium risk) | **Location:** Vahland St Bendigo, VIC, 3550 **Phone:** 5444 4910 | **Intake:**  via Psychiatric Triage only Transfer from acute inpatient  Triage coordinates bed and liaison with Case Manager |
| **Youth Mental Health Service**   * Clinical interventions and treatment * Youth early intervention programs * Youth early psychosis programs | * Aged 16-25 years * First episode of psychosis (within 2 years of 1st episode) | **Location:** 43 Havlin Street East Bendigo **Phone:** 5454 6298 | **Referrals (via psych triage) from:**   * Self/Carer/Family * GP's & other Health Workers * Teachers & Community Workers |
|  | **Boort Medical Clinic** | **Mental Health Services**  *(Monday to Friday from 8.30am to 5.30 pm)* | Open to all | **Location:** Boort Primary Care building – 2 Coutts Rd, Boort(opposite Boort District Health)  **Phone:** 5451 5220  **Website:** [**www.bdh.vic.gov.au/boort-medical-clinic**](http://www.bdh.vic.gov.au/boort-medical-clinic) |  |

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|  | **Organisation** | **Service** | **Eligibility** | **Point of Entry** | **Service Entry Criteria**  (eg. Referral Process) |
| Schools – Primary and Secondary*(State, Catholic and Independent)* | **Department of Education & Early Childhood Development – (DEECD)** | **Visiting Student Support Services to State schools, including:**   * Psychologists or Guidance Officers * Social Workers * Visiting Teachers | Students with speech, learning, psychosocial, and developmental problems requiring assessment and intervention, or onward referral to other services | Via the local school service system  **OR**  Visiting service to the state school | **Referrals from:**   * Student Wellbeing staff * Teachers * School leaders (management) * Visiting School Service * Parents / Carer / Family school |
| **School Nursing programs (visiting or school based service)**   * Secondary School Nursing * Primary School Nursing | Students with health, behavioural and psychosocial issues |
| **Schools – all school sectors (State, Catholic and Independent Schools)** | **School based staff (various) e.g.**   * Student Wellbeing staff * Chaplains, Pastoral Care * Counsellors * Primary Welfare Officers, etc | Students with behavioural and psychosocial issues | Via the local school service system. Please find local school contact details via the below links.  **Primary:**    **Secondary:** | **Referrals from:**   * Self (Secondary Schools only for School Nursing program) * Teachers * School Leader (management) * Parents / Carer / Family |