

Community Mental Health Services (CMHS) provide treatment, care and support for people with mental illness and their families within their local community, to assist with recovery, maintain their lifestyle, and prevent illness and recurrence. Many may receive care in the community without having to be admitted to hospital. The CMHS may facilitate hospital admission when needed and provide care following discharge. Each community team is linked with a regional hospital inpatient unit in order to provide comprehensive, integrated services and continuity of care.

Service Location and Contacts

Newcastle Mental Health Service

Barracks Building – James Fletcher Site
72 Watt St, Newcastle, NSW 2300
Ph. 49647000

Lake Macquarie Mental Health Service

Thwaites Building – James Fletcher Site
72 Watt St, Newcastle, NSW, 2300
Ph. 4904 9000

Hunter Valley Mental Health Service

*Maitland, Cessnock, Kurri Kurri,
Singleton, Muswellbrook,*
Unit 10, 555 High St
Maitland
Ph. 4939 2900

Manning Mental Health Service

Taree, Forster, Bulahdelah, Gloucester
64 Pulteney St, Taree
Ph 02-6592 9217

Tamworth Mental Health Service

*Tamworth, Gunnedah, Barraba, Walcha,
Manila, Nundle*
Ph: 02-67677910
Dean House. On campus: Tamworth
Rural Referral Hospital. 2340.

Armidale Mental Health Service

Armidale, Glenn Innes, Tenterfield

Ph: 02-67769600

Claire House, Armidale Hospital, Rusden
Street, Armidale 2350

Mehi and/ McIntyre Clusters

Moree, Narrabri, Bingara, Inverell

Ph: 02-67570222

Inverell Community Health
Swanbrook Road. Inverell. 2360.

**All referrals via Mental Health
Line Ph 1800 011 511.**

Services Provided:

Mental Health Assessment

Assessments may result from a GP referral for specialist review. This involves assessment of a person's presenting problem, mental health state, risk assessment, psychiatric and medical history, every day functioning, social supports, treatment options and goals in collaboration with the person and their family.

Referrals for assessment may also come from client, family or other services via the Mental Health Line, where an initial telephone triage process would occur to ensure that follow up from an acute mental health service is clinically appropriate

Coordination of Treatment

Following an assessment and agreed need for follow up, a care coordinator will be assigned. The care coordinator develops an individualised treatment plan with the person and their families or

carers. Care coordinators also manage or arrange for follow up treatment, medication, therapy, mental health education, supportive counselling, problem solving and liaison with other services and government departments, as required. Care coordinators include many disciplines comprising of registered nurses, social workers, occupational therapists and psychologists. Allocation to care coordinators is assessment based.

Referrals

Referrals can be made by the person seeking help themselves, their GP, another health care worker, family member or friend to the Mental Health Line on 1800 011 511.

GPs play an important role in both physical and mental health care. Community Mental Health staff often consult and liaise with GPs in providing care to people with a mental illness. Once people are discharged from the Community Mental Health Service, it is important that they continue to be reviewed by their GP. GPs are encouraged to refer people back to the service for specialist mental health interventions if and when needed.

Support and Education for Families

Care coordinators work alongside families in helping to manage mental health problems. In doing so, they also provide education and support to the individual and the family. Family members are encouraged to contact the care coordinator.

If you have any immediate concerns or need an urgent response due to a crisis or

emergency, you should contact the appropriate emergency service or The Mental Health Line.

Within some services, family workers are available who have a specific role and skills in providing support and education to families. Some services also have family and carer support groups. There are also a range of other specialist mental health services (See relevant fact sheet). Your local Community Mental Health Service will be able to advise and provide details about services available (see Navigators Guide Fact Sheet for more information).

24 Hour Mental Health Line
Ph 1800 011 511

What if the family's first language is not English?

Trained interpreters are available. Just ask staff. The Multicultural Liaison Officer can offer support and education for consumers and carers from non-English speaking backgrounds. Literature is available in a number of community languages.

Is there support for Aboriginal consumers and families?

You may contact the **Aboriginal Liaison Officer** who offers support; information and education. If you require support from an Aboriginal Liaison Officer the best form of contact would be Community Mental Health Services in your area or the Mental Health Line: **1800 011 511**.