

# ALBURY WODONGA LGA - FREE MENTAL HEALTH SERVICES

## Information for general practice

### Non-urgent referrals (funded by Murray PHN)

GPs can refer directly to the Murray PHN funded providers listed below or to **Medicare Mental Health Phone Service (1800 595 212)** for assessment and onwards referral. All services are free of charge.

Population group	Service
<b>Children (4-12 years)</b>	Gateway Health 1800 657 573 <a href="mailto:intake.counselling@gatewayhealth.org.au">intake.counselling@gatewayhealth.org.au</a>
<b>Creative Therapies (up to 18 years)</b>	Gateway Health 1800 657 573 <a href="mailto:intake.counselling@gatewayhealth.org.au">intake.counselling@gatewayhealth.org.au</a> <a href="mailto:cfhintake@gatewayhealth.org.au">cfhintake@gatewayhealth.org.au</a>
<b>Young people (12-25 years)</b> <i>Low to High intensity services (*IAR LoC 2-4)</i>	headspace Albury Wodonga 1300 332 022 <a href="mailto:headspaceAW@gatewayhealth.org.au">headspaceAW@gatewayhealth.org.au</a>
<b>Head to Health Hub (All ages)</b> <i>Moderate to High intensity services (IAR LoC 3-4)</i>	Gateway Health 1800 657 573 <a href="mailto:headtohealthintake@gatewayhealth.org.au">headtohealthintake@gatewayhealth.org.au</a>
<b>First Nations Peoples</b>	Albury Wodonga Aboriginal Health Service 02 6040 1200
<b>Older persons (available to residents of aged care facilities)</b> <i>Low to High Intensity services (IAR LoC 2-3; Loc 4-if episodic)</i>	Step Psychology 02 6021 7410 <a href="mailto:admin@steppsychology.com.au">admin@steppsychology.com.au</a>
<b>Psychosocial Services (16+)</b> <i>Moderate to High intensity non-clinical services for people who need psychosocial support (IAR LoC 3-4)</i>	Wellways 1300 111 400 <a href="mailto:prsmurray@wellways.org.au">prsmurray@wellways.org.au</a>

### Urgent referrals (State funded services)

- Call **000** if there is an immediate risk to life or safety including imminent risk of harm to self or others.
- Refer to **Albury Wodonga Health Mental Health Triage Line 1300 104 211** (acute and specialist services IAR LoC 5) for people of all ages experiencing or at risk of serious mental health problems where urgent assessment is needed but there is no immediate danger.

### Resources

\*IAR LoC: Initial Assessment and Referral Level of Care is a nationally consistent framework used to guide referral decisions based on the intensity of mental health support a person may need. For more detailed guidance, the full Decision Support Tool and to access online training visit: <https://tinyurl.com/IARMurray>

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Leadership



Collaboration



Respect



Accountability



Innovation