

BENALLA LGA – FREE MENTAL HEALTH SERVICES



An Australian Government Initiative

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
Children (4-12 years)	APMHA Healthcare 1300 514 811 Referrals@apmha.com.au
Young people (12-25 years) <i>Low to High intensity services (*IAR LoC 2-4)</i>	headspace Wangaratta 1300 332 022 headspaceAW@gatewayhealth.org.au
Ages 13 and above <i>Low to High intensity services (IAR LoC 2-3)</i>	APMHA Healthcare 1300 514 811 Referrals@apmha.com.au
Older persons (available to residents of aged care facilities) <i>Low to High intensity services (IAR LoC 2-3; Loc 4-if episodic)</i>	APMHA Healthcare 1300 514 811 Referrals@apmha.com.au
Psychosocial Services (16+) <i>Moderate to High intensity non-clinical services for people who need psychosocial support (IAR LoC 3-4)</i>	Wellways 1300 111 400 prsmurray@wellways.org.au

Non-urgent referrals (State funded services)

Mental Health and Wellbeing Local Benalla Wangaratta Mansfield – 1800 000 842 (IAR LoC 2-4). Ages 26 and above.

Wellways Australia (lead provider) in partnership with Albury Wodonga Health and Australian Community Support Organisation.

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)** (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 when first seeking/ needing mental health support.

For more detailed guidance, the full Decision Support Tool and to access online training visit: <https://tinyurl.com/IARMurray>

DISCLAIMER: Document is uncontrolled when printed. Information is correct on 24 June 2026.

