

GREATER SHEPPARTON 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 Shepparton 03 5823 8800 intake.headspace@gvhealth.org.au
Ages 13 and above <i>Low to Moderate 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 Greater Shepparton, Strathbogie and Moira –1300 000 559. (IAR LoC 2-4). 26 years and over.

Wellways Australia (lead provider) in partnership with APMHA Healthcare Ltd and Goulburn Valley Health.

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 **GV Health Mental Health Triage Line 1300 369 005** (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 when first seeking/needing help.

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.

