

Mental Health and Wellbeing Services and Programs



Summary of key issues and impact



37% of adults in Gippsland have been diagnosed with anxiety or depression.



Aboriginal and Torres Strait Islander people, people with a disability, LGBTIQ+ people and people experiencing homelessness or problematic drug or alcohol are **more likely to experience distress**.



Significant gaps in access to timely and affordable mental health services across Gippsland, including psychology and psychiatry.

"I want holistic care, no wrong door...too many services have exclusion criteria..."

- Workshop participant

"Appointment wait times to see specialists and allied health specialists – health status deteriorates during the months of waiting..."

- Workshop participant

Mental health and wellbeing reform



A bilateral **Mental Health and Suicide Prevention Agreement** between the Commonwealth and Victoria was **signed off in 2022** and sets out a shared commitment to working together to improve mental health and wellbeing.



A Mental Health and Wellbeing Statewide Service and Capital Plan is to be **published by the end of 2022**.



Regional plans will follow by the end of 2023, based on a collaboration between the State, Commonwealth (through PHNs) and Interim Regional Bodies. The Regional Mental Health and Suicide Prevention Plan 2020, sets out agreed key principles to guide comprehensive planning.

A transition to regional governance and commissioning through Regional Mental Health and Wellbeing Boards **by 2026** (Levels 2-3, see overview).

Gippsland overview of reformed service system

A person living with mental illness or experiencing psychological distress can move between levels at any point in time according to their needs.

Age groups for Levels 1-3: Infant, child and family (0-11 years), Youth (12-25 years) and Adults and older adults (26 years or older).

"The journey has been huge, frightening and exhausting for all."

- Carer

People with specialist needs	People with moderate to severe needs	People with mild distress or at risk
<p>Level 1 Statewide specialist services</p> <ul style="list-style-type: none"> Digital supports Child and family residential Trauma services Mental health and Alcohol and other drug (AOD) specialist service Aboriginal infant, child and family wellness centre Lived experience residential service Website 	<p>Level 2 Area Mental Health and Wellbeing Service: Bed-based, residential and crisis services</p> <ul style="list-style-type: none"> Emergency response led by Ambulance Victoria High level emergency department Integrated mental health and AOD care Wellbeing support through non-government organisation partnerships Youth mobile assertive outreach Youth Prevention and Recovery Centre (YPARC) 	<p>Level 3 Local Mental Health and Wellbeing Services: Front door or entry point hubs</p> <ul style="list-style-type: none"> Infant, child and family Mental Health and Wellbeing Hub Four headspace centres Adult and older adult hubs to open in Latrobe in 2022 and Orbost and Bairnsdale in 2023 HeadtoHealth currently service all age groups (Baw Baw and Wellington Hubs) Additional supports planned*
		<p>Levels 4-6 Primary care, private providers and community supports</p> <ul style="list-style-type: none"> Level 4 includes GPs, allied health and Alcohol and other drug support Level 5 includes digital supports Level 6 includes family, carers and other social support networks

* Including family and carer led centre, crisis respite and drop in centre, mental health and AOD integration trial, suicide prevention training. For more information and progress, see [Mental Health Reform](#)

Mental Health and Wellbeing Services and Programs



“There is a lack of mental health services for children.”

- Community Member

Gippsland HealthPathways



Offers clinicians locally agreed information to make the right decisions together with patients, at the point of care. The pathways are also available to specialists, allied health professionals, and other health professionals in Gippsland.

Request access: gippsland.communityhealthpathways.org

Gippsland PHN funded primary mental health service use

2019-20: 2,516 clients accessed 2,831 episodes of care and 13,883 service contacts

2020-21: 4,659 clients accessed 4,764 episodes of care and 29,158 service contacts

Significant increase in part due to investment in HeadtoHealth in response to the COVID-19 pandemic.

Crisis Services



available 24 hours, 7 days

Organisation	Telephone number
Lifeline	13 11 14
Suicide Call Back Service	1300 659 467
Beyond Blue	1300 224 636
MensLine Australia	1300 789 978
Kids Helpline	1800 551 800
ReachOut	Online service for under-25s and their parents
13YARN - Aboriginal and Torres Strait Islander Crisis Support	13 92 76

Gippsland PHN mental health and wellbeing services

Gippsland PHN funded services will change from time to time. An updated list of services can be found at: gphn.org.au/what-we-do/programs/mental-health-care-and-suicide-prevention



2021-22 mental health service investment:

\$16.35 million

HeadtoHealth



Advice and referral for anyone who needs mental health and wellbeing support. Call **1800 595 212** and talk to an experienced mental health professional or go to headtohealthvic.org.au

Primary Mental Health Stepped Care and Suicide Prevention Program



General practice based clinical care and care coordination led by a mental health nurse using a **combination of GP care, allied health and links to psychiatry.**

Psychological services, clinical services through primary care, clinician-assisted digital mental health.



Calm Kid Central online program and resources for parents/carers and professionals of 4-11-year old children. **Membership is free for Gippsland families.**

Connect Me is a **free** counselling and support program for **4-11-year olds in Gippsland.**



headspace centres/satellites in Morwell, Wonthaggi, Bairnsdale and Sale supports young people.

Access to **free mental health and wellbeing services** for people living **in rural and remote communities.**



Free and confidential counselling and support is available for **individuals, families and emergency service workers affected by the 2019-20 bushfires in East Gippsland.** Phone **1800 001 068**

Mental Health in Aged Care supports residents living in, or transitioning to, Residential Aged Care Facilities across Gippsland.



The Way Back Support Service - For people who have attempted suicide or experienced a suicidal crisis. Complementary to the state funded Hospital Outreach Post-suicide Engagement (HOPE) program.

Support After Suicide provides a suicide bereavement counselling service, support groups and resources for **people impacted by suicide.**

Secondary school programs



Doctors in Secondary Schools supported by local general practices.

Enhancing Mental Health in Secondary Schools: Online one on one student counselling sessions for those located more than 60kms from their nearest headspace centre.

Indigenous Dual Diagnosis service



Culturally appropriate drug and alcohol, and mental health services for **Aboriginal and Torres Strait Islander persons.**