

North Coast NSW Stepped Care Guide

Well Population Level 1 Promotion, prevention and self-management	Mild Mental Illness Level 2 Low Intensity Services				Moderate Mental Illness Level 3 Moderate Intensity Services	Severe and Complex Mental Illness Level 4 High Intensity Services	Acute and Specialist Care Level 5 Tertiary / Acute Services
Service	Level of care				Access	Open	For
Mental Health Line Triage and referral for acute care services					Telephone: 1800 011 511	24/7	All ages
Medicare Mental Health Phone Service Information, assessment, and referral service, helping individuals connect with appropriate mental health support.					Telephone: 1800 595 212 National website: medicarementalhealth.gov.au	24/7	All ages
Medicare Mental Health Centres Free, walk-in mental health support, providing short- to medium-term treatment such as counselling, psychological therapies, and care coordination.					Lismore Centre Southern Cross University, P Block North Rifle Range Road, East Lismore Coffs Harbour Centre 45/53 Little St, Coffs Harbour Kempsey Centre Shop 5, 41 Belgrave Street Kempsey	Lismore: Mon-Fri: 10am-8pm Sat: 12pm-8pm Sun: 10am-2pm Coffs Harbour: Mon-Fri: 8am-6pm Sat: by appointment Kempsey Mon-Thurs 9:30am-5pm	18+
Healthy Hub Connect Multidisciplinary mental health and wellbeing support through a hub-and-spoke model, providing psychological therapies, mental health nursing, youth mental health services, suicide prevention, and low-intensity support to improve access, care coordination, and outcomes for underserved and at-risk populations.					Telephone: 02 5542 2150 Email: healthyhubconnect@each.com.au Byron Bay Hub: Tenancy 4/10-12 Shirley St Coffs Harbour Hub: Suite 4, 73 Albany St Port Macquarie Hub: Suite 6, 21-27 Grant St	10am-6pm	All ages
headspace Provides services to improve and support: -Mental health and wellbeing -Physical and sexual health -Work and study support -Alcohol and other drugs					Website: headspace.org.au	24/7	Ages 12-25
					Tweed Heads Centre: 07 5589 8700 145 Wharf St Lismore Centre: 02 6625 0200 1/29 Molesworth St Grafton Centre: 02 6642 1520 59 Duke St Coffs Harbour Centre: 02 6652 1878 45/53 Little St Kempsey Centre: 02 6539 3450 65 Smith St Port Macquarie Centre: 02 6588 7300 10/12 Short St	Varies by location. Visit website for more information	Ages 12-25
Safe Haven A safe, peer-led space for people in emotional distress to get immediate support and access mental health resources without needing a referral.					Website: safehavenc.org.au Lismore 46 Magellan St Mullumbimby 15 Tincogan St Murwillumbah 41-45 Murwillumbah St	Mon - Fri 9am-3pm	All ages

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Way Back Support Service Non-clinical, support service (for a period of up to 3 months) following a suicide attempt (or during suicidal crisis), focused on providing practical psychosocial support.					Telephone: 02 7238 1045 Email: wayback@buttery.org.au Site locations in: Tweed Heads, Lismore, Grafton, Coffs Harbour, Port Macquarie and outreach options available	Open: 7 days, 9am–5pm	People aged 16+ (14+ if minor consent is approved) located in the North Coast following a suicide attempt or experiencing suicidal crisis
13 YARN Aboriginal and Torres Strait Islander crisis support line.					Telephone: 13 9276	24/7	All ages for Aboriginal and Torres Strait Islander peoples
Psychosocial Support Program A program providing tailored mental health and wellbeing support to help people manage daily challenges and improve their quality of life.					Telephone: 1800 265 694 Email: intake@missionaustralia.com.au	Mon-Fri 8:30-4:30pm	16+ (15+ Targeted psychosocial support program for 15 - 25-year-olds)
Psychological Therapies in Residential Aged Care Homes Mental health support and therapy to residents in aged care homes to improve their emotional wellbeing and quality of life.					Mid North Coast Telephone: 02 6588 7300 Email: EACHOneMatters@each.com.au Northern NSW Telephone: 07 3153 1093 Email: racmentalhealth@changeutures.org.au	Mon-Fri 9am-5pm	Residents living in aged care homes who are living with or at risk of developing a mental illness.
North Coast Telepsychiatry Service Fast, no-cost telepsychiatry delivered by Dokotela for eligible people aged 12+, including ADHD/ ASD, accessed alongside other PHN-funded supports with GP-linked follow-up.					Access via Medicare Mental Health Phone Service 1800 595 212 Please clearly note <u>North Coast Telepsychiatry Service</u> as the desired referral outcome.		12+
Creative Therapies Creative Arts Therapy and Music Therapy delivered by ANZACATA- and AMTA-accredited providers. Services are delivered alongside existing mental health supports. Eligible participants can access up to 10 sessions, including individual and group formats. Outreach locations available.					Access via Medicare Mental Health Phone Service 1800 595 212 Providers available across the North Coast region Please clearly note <u>Creative Therapies</u> as the desired referral outcome.	Varies by provider	All ages