

# REFERRAL PATHWAYS: Refugee & Asylum Seeker Mental Health – West Metro Melbourne \*

	Presentation	Service options	Providers/ Contact numbers	
IMMEDIATE RISK	<b>Mental health crisis</b> At risk of harm to self or others	Ambulance/ Police	Ambulance/Police 000	
		Psychiatric Triage (24hrs/ 7 days week)	Adults 16+ yrs	Midwest Mental Health Triage (Brimbank & Melton) - 1300 874 243 Mercy Mental Health Triage (Maribyrnong, Hobsons Bay & Wyndham) - 1300 657 259
			Youth 15-25 yrs	Orygen Youth Health Triage - 1800 888 320
			Children 0-15 yrs	Royal Children's Hospital Mental Health Triage - 1800 44 55 11
NOT AT IMMEDIATE RISK	<b>Significant disturbance/ disruption to mental health</b> to psychological/ social function	Psychiatric Triage	Adults 16+ yrs	Midwest Mental Health Triage (Brimbank & Melton) - 1300 874 243 Mercy Mental Health Triage (Maribyrnong, Hobsons Bay & Wyndham) - 1300 657 259
			Youth 15-25 yrs	Orygen Youth Health Triage - 1800 888 320
			Children 0-15 yrs	Royal Children's Hospital Mental Health Triage - 1800 44 55 11
NOT AT IMMEDIATE RISK	to activities of daily living	Mental Health Community Support Services	Adults 16+ yrs	Regional Intake & Assessment Service (NEAMI) - 1300 379 462
			Youth 15-25 yrs	Orygen Youth Health Triage - 1800 888 320
			Children 0-15 yrs	Royal Children's Hospital Mental Health Triage - 1800 44 55 11 (Flemington, Sunshine & Hoppers Crossing sites)
		Personal Helpers & Mentors (PhaMs)	Adults 16+ yrs	BreakThru (Brimbank & Melton) – 9365 9500 cohealth ((Maribyrnong, Hobsons Bay & Wyndham) – 93628181
NOT AT IMMEDIATE RISK	<b>Moderate disturbance/disruption to mental health</b> to psychological/ social function	General Practitioner (GP)		GPs can create a mental health care plan and refer to ATAPS CareinMind for access to free counselling - 9347 1188
		Refugee health nurse	All ages	cohealth: Footscray (inc. outreach) - 8398 4100 or Kensington - 8378 1625 Djerriwarrh Health Service: Melton area 8746 1100 or 5367 2000 ISIS Primary Care: Wyndham - 8734 1400 or Sunshine 9313 5000
		Headspace	Youth 12-25yrs	Headspace Sunshine - 9927 6222 or Werribee 8001 2366
		Mental Health Community Support Services	Children 0-15 yrs	Royal Children's Hospital Mental Health Triage - 1800 44 55 11 (Flemington, Sunshine & Hoppers Crossing sites)
NOT AT IMMEDIATE RISK	<b>Mild disturbance/disruption to mental health</b> Depression, anxiety, grief and loss, journey and settlement issues	Counselling	All ages	cohealth - 8398 4178 ISIS Primary Care - 9296 1200 Djerriwarrh Health Service (Melton) - 8746 1100

\*Public mental health and community services in Maribyrnong, Brimbank, Melton, Hobsons Bay and Wyndham

## Specialist services for asylum seekers (any visa type eligible)

<i>Provider/Contact info</i>	<i>Services</i>
Foundation House - 9300 8760	Mental health issues associated with torture & trauma.
Asylum Seeker Resource Centre - 9326 6066	Psychosocial assessment, referral support.
Cabrini Asylum Seeker & Refugee Health Hub – 8388 7874	Specialist mental health and psychiatry services.

## Advocacy

Independent advocates for people on (or at risk of) a compulsory treatment order.

Independent Mental Health Advocacy Service  
1300 947 820 or [contact@imha.vic.gov.au](mailto:contact@imha.vic.gov.au)

## Carer services

<i>Provider/Contact info</i>	<i>Services</i>
Carers Victoria - 1800 242 636	Carer/ family support, planning, respite, training, young carer specific support programs, counselling and mental health support for carers, support for carers navigating the mental health system (community and clinical), information for carers regarding mental illness diagnosis and links to carer support groups.
Tandem Carers - 8803 5555	Carer Support Fund to assist carers in their role, including transport, respite, counselling and other expenses.

## Other services for families & children

<i>Provider/Contact info</i>	<i>Contact details</i>	<i>Services</i>
Immigrant Health Clinic (Royal Children's Hospital)	9345 5522	Post-arrival health screening and multi-disciplinary assessment service for recently arrived children of a refugee background, including medical and education/ development assessment.
Child and family information and referral services	Maribyrnong, Hobsons Bay, Wyndham - 1300 138 180 Brimbank & Melton - 1300 775 160	Targeted case management support for children's safety and support.
Local Government Family Support Services	Maternal & child health centres: Maribyrnong - 9688 0501 Brimbank - 9249 4433 Melton - 9747 7287 Hobsons Bay - 9932 1300 Wyndham - 9742 8148	Access to universal services that target the wellbeing of children and families including maternal and child health child care, kindergartens.
School Support Services	School welfare officers - 1300 333 232 or <a href="mailto:swvr@edumail.vic.gov.au">swvr@edumail.vic.gov.au</a>	Access to a broad range of professionals including psychologists, guidance officers, speech pathologists, social works and visiting teachers.

## Support for health providers

Refugee health fellows can offer assistance with diagnosis, management, and information on referral pathways.

**Royal Melbourne Hospital**  
9342 7000 or  
[refugee.fellow@mh.org.au](mailto:refugee.fellow@mh.org.au)

**Royal Children's Hospital**  
9345 5522 or  
[refugee.fellow@rch.org.au](mailto:refugee.fellow@rch.org.au)

More info:  
<http://refugeehealthnetwork.org.au/engage/refugee-health-fellows/>