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

<table>
<thead>
<tr>
<th>Presentation</th>
<th>Service options</th>
<th>Providers/ Contact numbers</th>
</tr>
</thead>
</table>
| **Mental health crisis**  
At risk of harm to self or others | Ambulance/ Police | Ambulance/Police 000 |
| | Psychiatric Triage  
(24hrs/ 7 days week) | Midwest Mental Health Triage (Brimbank & Melton) - 1300 874 243  
Mercy Mental Health Triage (Maribyrnong, Hobsons Bay & Wyndham) - 1300 657 259 |
| | 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 |
| **Significant disturbance/disruption to mental health**  
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 |
| **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  
c ohealth ((Maribyrnong, Hobsons Bay & Wyndham) – 93628181 |
| **Moderate disturbance/disruption to mental health**  
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*) |
| **Mild disturbance/disruption to mental health**  
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)**

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

**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

**Carer services**

<table>
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<tbody>
<tr>
<td>Carers Victoria - 1800 242 636</td>
<td>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.</td>
</tr>
<tr>
<td>Tandem Carers - 8803 5555</td>
<td>Carer Support Fund to assist carers in their role, including transport, respite, counselling and other expenses.</td>
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</table>

**Other services for families & children**

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

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Last updated November 2016 by HealthWest and project partners. For more info about this resource visit www.healthwest.org.au or email info@healthwest.org.au