



## Finding the Right Help for Mental Health Problems: Services for culturally diverse patients in the Northern Region



**Note: All mental health services in the northern region are open to people from culturally diverse backgrounds.  
This list only includes services which specifically tailor their services to this target group**

| Organisation/<br>Service Name                          | Service provided   | Languages  | Cost  | Location & Contact   | Website   | Referral<br>Required  |
|--|--|--|---|--|---|---|
| Moreland Community Health Service                      | Short term counselling and casework for individuals over 26yrs; Arabic speaking group for families in Fawkner and Glenroy; Italian Women's Loss and Grief Group; and the "Harmony Project" working with asylum seekers | Mandarin, Cantonese, Turkish, Italian, Arabic & Spanish. Interpreters also used.   | Free  | Brunswick ph: 9387 6711<br>Coburg ph: 9350 4000<br>Fawkner ph:9359 9542<br>Glenroy ph: 9304 9200 | <a href="http://www.mchs.org.au">www.mchs.org.au</a>  | No  |
| Carers Victoria  | Short term counselling (up to 6 sessions) specifically for carers. See website for other services.   | Greek, Italian, Turkish, Vietnamese, Polish, Arabic, Timorese, Malay, Hainanese, Cantonese, Hindi, Punjabi, Cambodian, Mandarin, Shanghai Dialect & Spanish. Interpreters also used. | Free  | Carers Victoria<br>1800 242 636<br>various locations   | <a href="http://www.carersvic.org.au/InfoSupport/Counseling.htm">http://www.carersvic.org.au/InfoSupport/Counseling.htm</a> | No, but referrals can be made using the form on the website |
| Action on Disability within Ethnic Communities (ADECC) | Counselling for carers and people with a disability/mental health problem from CALD backgrounds.   | Interpreters used.   | Free  | Preston ph: 9480 1666  | <a href="http://www.adec.org.au">www.adec.org.au</a>  | No  |
| Plenty Valley Community Health Centre                  | General counselling and support program, self harm and suicide prevention program. See website for other services.   | Greek & Malay. Interpreters also used.   | First session free. Then \$7-\$13 per session | Epping. Intake 9409 8724   | <a href="http://www.pvch.org.au">www.pvch.org.au</a>  | No, but referrals can be made electronically on website     |
| Darebin Community Health Centre                        | Short to medium term counselling and support program. Occasional case work, advocacy & support to clients accessing counselling.   | Interpreters used.   | Varied  | East Reservoir: 8470 1111<br>Northcote: 9403 1200<br>Preston: 9290 6600 PANCH:<br>9485 9000      | <a href="http://www.dch.org.au">www.dch.org.au</a>  | No, but it is preferred                                     |
| <b>Carers Support Services</b><br>Carer Links North    | Short term respite to carers of people with disabilities, mental illness or frail aged.  | Range of bilingual staff. Interpreters also used.  | Free  | ph:1800 059 059 or<br>9495 2500<br>Intake: 9495 2555   | <a href="http://www.mchs.org.au/services/ccrc-clh.html">www.mchs.org.au/services/ccrc-clh.html</a>                          | No, but forms available on website                          |

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|---|--|---|--------------------------------------|---|--|---|
| <b>Refugee-specific services</b>                                  |  |   |                                      |   |  |   |
| Moreland Community Health Service                                 | A refugee and newly arrived Health Promotion Officer for linkage and referral  | Maharic & Tigrigna  | Free                                 | Coburg - Harding St site<br>Mulugeta Abebe<br>ph 8319 7422              | <a href="http://www.mchs.org.au">www.mchs.org.au</a>                       | No - not direct service                           |
| Foundation House  | Advocacy, practical assistance, referral, counselling, complimentary therapies for adults and children who have fled persecution, torture and war related trauma                                   | Interpreters used   | Free                                 | Brunswick Ph: 9388 0022   | <a href="http://www.foundationhouse.org.au">www.foundationhouse.org.au</a> | No  |
| <b>Aboriginal and Torres Strait Islander services</b>             |  |   |                                      |   |  |   |
| Directory of Services for Aboriginal and Torres Strait Islanders  | Web based directory of health services, online brochures, health statistics, information about extended and permanent care program for children, family violence services, research, training etc. | English   | Free                                 | click on the link to search the directory                               | <a href="http://www.atsihealth.org">www.atsihealth.org</a>                 | N/A   |
| <b>Psychiatric Disability Rehabilitation and Support Services</b> |  |   |                                      |   |  |   |
| Moreland Community Health Service                                 | Day program for people with mental health issues. Target groups include; young people, women with children and people from a CALD background.  | Interpreters are used.  | Free                                 | Coburg - Victoria Street<br>ph.93559900 and ask for CRISP co-ordinator. | <a href="http://www.mchs.org.au">www.mchs.org.au</a>                       | Yes- assessment done on intake at first interview |
| NEAMI   | Psychosocial rehabilitation service for adults aged 16-64 with a psychiatric disability.   | Cantonese, Vietnamese, Persian & Serbian  | Free Small fee to attend day program | Thornbury. Phone Marion Kennedy Ph: 9484 0333                           | <a href="http://www.neami.org.au">www.neami.org.au</a>                     | Yes   |
| Action on Disability within Ethnic Communities (ADEC)             | Self help groups for people with mental health issues and their carers.<br><br>(Carer only support groups also available)  | Vietnamese, Turkish, Mandarin & Cantonese<br><br>Carers groups in Vietnamese, Turkish, Greek, Italian, Dari, Chinese, Sudanese & Arabic | Free                                 | Preston ph: 9480 1666   | <a href="http://www.adec.org.au">www.adec.org.au</a>                       | No  |
| ARAFEMI   | Psychosocial rehabilitation service for adults aged 16-64 with a psychiatric disability. Family support service  | Indian & Italian. Maltese family support worker.<br>Interpreters also used  | Free                                 | Hawthorn ph: 9810 9300  | <a href="http://www.arafemi.org.au">www.arafemi.org.au</a>                 | No  |

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|---|--|---|--------|---|--|--|
| <b>Psychological/Psychiatry Services</b><br>Austin Child & Adolescent Mental Health Service (CAMHS) | Clinical mental health services for people with serious mental disturbances under the age of 18 from the LGAs of Whittlesea, Nillumbik, Darebin, Banyule, Yarra and Boroondara | Some bilingual staff available. Interpreters also used.   | Free   | Austin hospital, Heidelberg.<br>Satellite offices at Richmond & Epping<br><br>Intake (9am-5pm): 9496 3620<br>After hours: 9496 5000                     | <a href="http://www.austin.org.au/Content.aspx?topicID=357">www.austin.org.au/Content.aspx?topicID=357</a>   | Not for outpatient services, but referral required for 2 inpatient units via CAMHS or child psychiatrist |
| Northern Area Mental Health Service (NAMHS)   | Clinical mental health services for people with serious mental illness between the age of 16 - 64 from the LGAs of Whittlesea and Darebin                                      | Some bilingual staff available. Interpreters also used. Brochure about services available in English, Arabic, Chinese, Greek, Italian, Macedonian, Somali, Turkish and Vietnamese | Free   | Crisis Assessment & Treatment Team & Triage 24 Hours 1300 650 295<br><br>Primary Mental Health Team ph/fax 9416 8714                                    |  | Yes. Not for CAT services  |
| North West Area Mental Health Service   | Clinical mental health services for people with serious mental illness between the age of 16 - 64 from the LGAs of Moreland & Hume. Also run a Greek carers group.             | Bilingual case managers speak Greek, Arabic, Sinhalese, Persian (Farsi) & Maltese. Interpreters also used.  | Free   | Crisis Assessment & Treatment Team & Triage ph: 1300 768 073 (AH: 8345 5000)<br>Primary mental health team ph: 8371 9800                                | <a href="http://www.mh.org.au/nw/%5Fmental%5Fhealth/">http://www.mh.org.au/nw/%5Fmental%5Fhealth/</a>  | Yes. Not for CAT services  |
| Northern Division of General Practice   | Brief psychological services (ATAPS) for people on low income, provided by allied health professionals.  | Turkish, Italian, Arabic, Egyptian, Hebrew, Greek, Macedonian, Cantonese, Mandarin, Farsi, Dari, Hindi & Hungarian.   | Free   | Various locations in Northern area<br><br>ATAPS Project Co-ordinator at the Northern Division of General Practice Ph: 8480 4617<br>Coburg Ph: 9355 9820 | <a href="http://www.ndgpp.org.au">www.ndgpp.org.au</a>   | Yes, via GP  |
| Glencairn Consulting Suites (Psychiatrists)   | Private Psychiatrist Services  | Greek, Indian, Sri Lankan, Arabic, Hindi/Indian, Tamil  | Varied |   | <a href="http://www.mh.org.au/NW_Mental_Health/www/358/100127/displayarticle/1001242.html">www.mh.org.au/NW_Mental_Health/www/358/100127/displayarticle/1001242.html</a> | Via GP   |
| Northpark Private Hospital  | Private Psychiatrist Services  | Mandarin & Arabic   | Varied | Bundoora Ph: 9467 1709  |  | Via GP   |

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|---|---|---|-------------------------------------|--|--|--------------------------------|
| <b>Directories of Mental Health Professionals (including bilingual)</b> |   |   |                                     |  |  |                                |
| RANZCP Psychiatry Referral Directory                                    | Private Psychiatrist Services via RANZP referral directory  | Various languages   | Varied                              | GPs who are not RACGP members can request psychiatrist contact details from the RANZCP ph: 9601 4924 | Complete list via RACGP website - RACGP members only<br><a href="http://www.racgp.org.au">www.racgp.org.au</a>   | Via GP                         |
| Australian Psychological Society  | Psychology services via Medicare registered Psychologists   | Various languages   | Gap fees may apply                  | Click on Find a Psychologist on APS home page  | <a href="http://www.psychology.org.au">www.psychology.org.au</a>   | Via GP mental health care plan |
| Australian Association of Social Workers                                | Focussed psychological strategies via Medicare registered Mental Health Social Workers  | Several languages in Metro Melbourne                            | Gap fees may apply                  | Click on Find a Mental Health Social Worker on AASW home page  | <a href="http://www.aasw.asn.au/">www.aasw.asn.au/</a>   | Via GP mental health care plan |
| Victorian Transcultural Psychiatry Unit (VTPU)                          | Directory of bilingual mental health professionals  | Various languages   | Varied                              | Click on the link to search for a suitable mental health professional. Victoria wide                 | <a href="http://www.vtpu.org.au/resources/bilingualdirectory/">www.vtpu.org.au/resources/bilingualdirectory/</a>   | Varied                         |
| Psychologists Registration Board of Victoria                            | Database of registered psychologists in Victoria. Can search by language  | Various languages   | Varied                              | Click on the link to search for a psychologist. Victoria wide  | <a href="http://www.psychreg.vic.gov.au/store/page.pl?id=3227">www.psychreg.vic.gov.au/store/page.pl?id=3227</a>   | Varied                         |
| <b>Translated fact sheets/materials &amp; useful resources</b>          |   |   |                                     |  |  |                                |
| Multicultural Mental Health Australia (MMHA) Factsheets                 | Wide range of factsheets on specific mental health problems. Can be downloaded on website or ordered  | Various languages   | Free                                | Click on the link to search for suitable fact sheet  | <a href="http://www.mmha.org.au/finding/fact-sheets">www.mmha.org.au/finding/fact-sheets</a>   | N/A                            |
| Multicultural Mental Health Australia (MMHA)                            | Range of resources related to transcultural mental health inc. research, translated materials, resources for health practitioners, links etc. | Various languages   | Free. Fees apply for some resources | Contact 02 9840 3333<br>Or click on link to website  | <a href="http://www.mmha.org.au">www.mmha.org.au</a>   | N/A                            |
| Victorian Transcultural Psychiatry Unit (VTPU)                          | Wide range of factsheets on specific mental health problems. Can be downloaded on website or ordered  | Various languages   | Free                                | Click on the link to search for suitable fact sheet  | <a href="http://www.vtpu.org.au/resources/translatedmh/">www.vtpu.org.au/resources/translatedmh/</a>   | N/A                            |
| Health Translations Portal  | Wide range of factsheets on health issues including mental health   | Various languages   | Free                                | Click on the link to search for suitable fact sheet  | <a href="http://www.healthtranslations.vic.gov.au">www.healthtranslations.vic.gov.au</a>   | N/A                            |
| Mental Illness Fellowship   | Factsheet on Finding help for mental illness in Victoria  | Arabic, Greek, Vietnamese, Italian, Spanish & Mandarin          | Free                                | Click on link or contact MIFellowship to order   | <a href="http://www.mifellowship.org/ipp-factsheet.shtml">www.mifellowship.org/ipp-factsheet.shtml</a>   | N/A                            |
| Referral Guide  | Referral Guide for GPs to public mental health services in the North & West region  | Includes info sheets on assessment process in various languages | Free                                | Click on link and download PDF file  | <a href="http://www.mh.org.au/nw_mental_health/www/358/100_1127/displayarticle/1001302.html">www.mh.org.au/nw_mental_health/www/358/100_1127/displayarticle/1001302.html</a> | N/A                            |

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This resource was developed by the Northern Division of General Practice and Action on Disability within Ethnic Communities it is also available to download from [www.ndgp.org.au](http://www.ndgp.org.au) and [www.adec.org.au](http://www.adec.org.au)