



Mental Health Resource for Community Workers

As part of Local Government Multicultural Network's commitment to sector development, the following resource has been developed using the information provided by speakers at the Multicultural Mental Health Report Launch and Sector Development Initiative.

The following resource has been developed in order to provide frontline workers with more of the support that is critical for them to continue to carry out their roles at such a high level.

No Wrong Door:

No Wrong Door aims to bring together a diverse range of government, non-government and community managed organisations to achieve the mutual aim of reducing barriers and enhancing support for people with severe and persistent mental illness with complex needs, their carers and families across South Western Sydney

No Wrong Door has developed an online portal, known as the COSH (Charter Organisation Service Hub) for organisations who have signed the Mental Health Charter and have made the commitment to an overarching No Wrong Door approach built around recovery-oriented practice. The COSH acts as a platform for services to keep up to date with the latest news from the initiative, to communicate, collaborate, share events & resources and to streamline referral pathways in a more coordinated and efficient way.

For more information please visit: <https://nowrongdoor.org.au/>

NSW Health South Western Sydney Local Health District

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Multicultural Peer Networks (funded by NDIS)

Multicultural Peer Networks, funded by NDIS, facilitate free in-language, peer lead support networks that aim to increase the independence, social and community participation for people from culturally and linguistically diverse (CALD) communities, people with disability, their families and carers across NSW. Sessions are held face to face or by Zoom online platform and are designed to:

- Help improve social and community participation between people with disability and the communities they live in
- Increase knowledge of mainstream and disability services available to CALD communities, including the NDIS
- Support local communities in making informed decisions about their own lives
- Provide helpful in-language resources to CALD communities
- Create opportunities where CALD communities can continue learning and share information
- Provide ongoing contact for isolated CALD communities
- Train and employ paid Lived Experience Facilitators to deliver five sessions throughout the year

The peer network community groups are also encouraged to discuss and lead topics of their choice. People with Disabilities, Lived Experience of Disability, their families and carers may like to train to facilitate Multicultural Peer Networks.

For more information please visit: www.ssi.org.au

Settlement Services International

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The Mental Health Promotion, Prevention and Early Intervention Program and Transcultural Mental Health Centre (TMHC)

The Mental Health Promotion, Prevention and Early Intervention Program aims to improve the mental health and well-being of culturally and linguistically diverse people across NSW. The program uses a population-based approach that works to increase understanding and reduce stigma about mental illness in culturally and linguistically diverse communities.

The Transcultural Mental Health Centre (TMHC) is a state-wide service established in 1993.

We work with people from culturally and linguistically diverse communities, health professionals and partner organisations across NSW to support good mental health. Our services complement public Mental Health Services (hospital and community) and enhance pathways to care for culturally and linguistically diverse communities.

Information and Clinical Consultation Service Line: 02 9912 3851 | Fax: 02 9840 4180

Additional programs and information can be found here:

- [Capacity Building in Strengthening the Mental Health of New and Emerging Refugee Populations](#)
- [Clinical Consultation and Assessment Service](#)
- [Education and Training](#)
- [Research Support and Academic Partnerships](#)
- [Service Development, Planning and Evaluation](#)

For more information please visit: www.dhi.health.nsw.gov.au/tmhc

Western Sydney Local Health District

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Pacific Islands Mental Health Services (PIMHS)

The PIMHS emerged as a result of reports of unmet mental health need within the Pacific communities of Australia. As Pacific communities are one of the most marginalised groups in Australia, the PIMHS aims to reduce the disparities and inequalities experienced by members of this group. The service aim to improve outcomes for those accessing mental health service and seeking to improve their overall wellness.

Discrimination and stigmatization prevent many people within the community from seeking appropriate support for mental health issues. This has ongoing impacts for individuals, families and the wider community. As a result, culturally appropriate services must be made available to those requiring support. The PIMHS offers a 'whole of community' approach to mental health.

Referral Pathways

Target groups: school children, youth and Elders

To refer clients, go to <http://pacificmulticare.com.au> and complete the online form.

Current Programs include: Healthy Lifestyle Programs, Physical and Emotional Exercise, Youth Drop In & Dancing School, Samoan Elders Social Group, Pacific Mental Health Services, Pacific Islands Community Language School (in Samoan for children under 12)

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South Western Sydney Primary Health Network

SWSPHN provide an array of services for both for physical health and mental health. Each service is targeted at particular population groups rather than just a few. All details can be found on our website: <https://www.swsphn.com.au/about>

Whilst there are a range of services my role primarily aligns with those of the mental health portfolio.

The mental health portfolio has been distributed into two categories.

1. **Psychosocial Services:**
 - Connector Hub (<https://connectorhub.org.au/>)
 - South Western Sydney Recovery College
2. **Clinical Psychological Services:**
 - New Access
 - Star 4 Kids
 - Headspace
 - Reframe
 - You In Mind
 - Connect for Wellness
 - Credentialed Mental Health Nurse Service
 - Consultant Psychiatry Service
 - Clinical Suicide Prevention Service
 - SWS Regional Approach to Suicide Prevention

Further details of these services can be found on our website below: <https://www.swsphn.com.au/mentalhealthcommunity>

Mental Health and AOD Services:

- Youthlink Headfyrst (Salvation Army)
- General Practice Drug & Alcohol Advice & Support Service
- Tharawal Aboriginal Corporation

- Rendu House (St Vincent de Paul Society)
- DAMEC (Drug and Alcohol Multicultural Education Centre)
- Odyssey House NSW

Further details of these services can be found on our website <https://www.swsphn.com.au/d-acommunity>

While the services that SWSPHN commission is specific to South Western Sydney there are more than likely to be similar commissioned services through other PHNs in different areas. To locate the best PHN relevant to a client's area there is a PHN locator which can assist in this process. A link to the PHN locator can be found at the web address :

<https://www1.health.gov.au/internet/main/publishing.nsf/Content/PHN-Locator>

Furthermore, as mentioned there are many facets to SWSPHN and have also addressed multicultural services on our website

<https://www.swsphn.com.au/multiculturalhealthcommunity>

Administrative Notes for Referrals -

We have recently transitioned our Client Information Management System to a platform called Redicase which enables referrals to be completed electronically via a Smart Form. Due to the current transition to Redicase we are no longer accepting electronic provisional referrals via eFax or email. Please click on the following link to complete the referral using the online smart form.

<https://phnswsws.redicase.com.au#!/referral/create>

Please press the **"Show All"** button at the top of the page once the referral is submitted to select the desired program.

We would like to thank you for your cooperation during this transition period as it enables the continuity of support for consumers being referred to primary mental health services within South Western Sydney.

Enquiries:

If you require technical assistance completing the online smart form, please contact the Redicase support team on 1800 783 336 or redicase@redbourne.com.au



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