

Commissioned Mental Health Services

**COORDINARE—
South Eastern
NSW PHN**

2025



A stepped care approach to mental health service provision in South Eastern NSW

COORDINARE uses an integrated mental health and suicide prevention approach ('stepped care') to guide mental health activity. All regional mental health planning and commissioning of services is founded upon this approach.

A stepped care approach to mental health service provision involves the following elements:

1. stratification of the population into different 'needs groups', ranging from whole of population needs for mental health promotion and prevention, through to those with severe, persistent and complex conditions
2. setting interventions for each group – this is necessary because not all needs require formal intervention
3. defining a comprehensive 'menu' of evidence-based services required to respond to the spectrum of need
4. matching service types to the treatment targets for each needs group and commissioning / delivering services accordingly.

An individual is matched to the intervention level that most suits their need. They do not have to start at the lowest, least intensive level of intervention in order to access a different 'step'. Rather, they have their service level aligned to their requirements at the time of entering the mental health system.

The five steps in stepped care:



You can find a map of COORDINARE's region, South Eastern NSW, [here](#). The Illawarra Shoalhaven covers local government areas (LGAs) 1–4. Southern NSW covers LGAs 5–12.

PLEASE NOTE: This document is current as of January 2025. It is subject to change at any time. For the most up to date version, please visit the Mental health and suicide prevention page on our website:

<https://www.coordinare.org.au/health-professionals/our-programs-and-priorities/mental-health-and-suicide-prevention>

COORDINARE funded mental health & suicide prevention services

Program name	Type of service	Locations	Service provider details
Head to Health assessment and referral line All stepped care levels	Warm transfer to all levels of mental health care (1-5)	Telephone	Head to Health Initial Assessment and Referral (IAR) service 1800 595 212 Monday to Friday, 8.30am to 5pm (except public holidays).
Shellharbour Medicare Mental Health Centre  	Psychological therapy, as part of a multidisciplinary team. Delivered face-to-face in Shellharbour or via telehealth.	Illawarra	Grand Pacific Health 1800 595 212 shellharbourheadtohealth@gph.org.au
Wollongong Mental Health Hub 	Psychological therapy, as part of a multidisciplinary team. Delivered face-to-face or via telehealth.	Wollongong LGA	Stride (02) 8358 5838 wollongongmentalhealthhub@stride.com.au
Shoalhaven Mental Health Hub 	Psychological therapy, as part of a multidisciplinary team. Delivered face-to-face or via telehealth.	Shoalhaven LGA	Anglicare 1800 841 190 shoalhaven.mentalhealthhub@anglicare.org.au
Bega Mental Health Hub 	Psychological therapy, as part of a multidisciplinary team. Delivered face-to-face or via telehealth.	Bega Valley LGA	Directions Health (02) 6494 8870 begahub@directionshealth.com
Queanbeyan Mental Health Hub 	Psychological therapy, as part of a multidisciplinary team. Delivered face-to-face or via telehealth.	Queanbeyan-Palerang LGA	Flourish Australia (02) 9393 9213 hello@flourishaustralia.org.au
Goulburn Mental Health Hub 	Psychological therapy, as part of a multidisciplinary team. Delivered face-to-face or via telehealth.	Goulburn-Mulwaree LGA	Family Services Australia 1800 372 000 (option 2) triage@familyservices.org.au
Moruya Medicare Mental Health Centre  	Psychological therapy, as part of a multidisciplinary team. Delivered face-to-face or via telehealth.	Eurobodalla	Grand Pacific Health 1800 595 212

Program name	Type of service	Locations	Service provider details
Children and Young People			
<p>headspace</p> <p>LEVEL 2 LEVEL 3</p>	<p>Health professionals support children and young people aged 12–25 with mental and physical health, alcohol and other drugs, and work and study. Visits are confidential.</p>	<p>Illawarra Shoalhaven Southern NSW</p>	<p>Relationships Australia Batemans Bay: 1800 718 383</p> <p>Grand Pacific Health Bega: 1800 959 844 Goulburn: (02) 4824 4944 Yass: (02) 4824 4950 Nowra: (02) 4446 7300 Wollongong: (02) 4220 7660</p> <p>Marathon Health Queanbeyan: (02) 6298 0300</p> <p>headspace.org.au</p>
<p>NewAccess</p> <p>LEVEL 2 LEVEL 3</p>	<p>A six-session coaching service using Cognitive Behavioural Therapy. For anyone aged 12+ who feels stressed, anxious or overwhelmed about everyday life challenges, such as work, study, relationships, health, and loneliness. Available in person, via phone or video call.</p>	<p>Illawarra Shoalhaven Southern NSW</p>	<p>Wellways Australia 1300 921 535 (option 1)</p> <p>wellways.org.au/our-services/newaccess</p>



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Adults			
Integrated Recovery Services 	Recovery-oriented services for adults with severe and complex episodic mental health needs. Delivered by mental health clinicians and peer support workers with lived experience of mental ill-health.	Illawarra Southern NSW	Grand Pacific Health 1800 228 987 gph.org.au/our-health-services/integrated-recovery-services
Commonwealth Psychosocial Supports Program 	Psychosocial support service for people aged 16+ with episodic mental health conditions. Delivered by peer support workers with lived experience of mental ill-health to support individual recovery goals in groups and 1:1 support	Illawarra Shoalhaven Southern NSW	Flourish Australia 1300 779 270 Neami National (02) 4226 3277 One Door Mental Health 1800 843 539 The Disability Trust 1300 347 224
NewAccess  	A six-session coaching service using Cognitive Behavioural Therapy. For anyone aged 12+ who feels stressed, anxious or overwhelmed about everyday life challenges, such as work, study, relationships, health, and loneliness. Available in person, via phone or videocall.	Illawarra Shoalhaven Southern NSW	Wellways Australia 1300 921 535 (option 1) wellways.org/our-services/newaccess
Rural Outreach Mental Health Service 	Recovery-oriented services for adults with severe and complex episodic mental health needs. Delivered by mental health nurses.	Illawarra (excluding Wollongong) Shoalhaven Southern NSW	Rural Outreach Mental Health Service (02) 4421 7525 romhs.com.au
Next Steps Suicide Prevention Aftercare 	A psychosocial program for people aged 16+ who have presented in suicidal crisis to EDs or community mental health teams. Staffed by skilled peer workers who work closely with the person to help reduce their risk and take steps towards the life they want.	Illawarra Shoalhaven Southern NSW	Grand Pacific Health 1800 228 987 https://www.gph.org.au/services/mental-health/next-steps-program/

Program name	Type of service	Locations	Service provider details
Older People			
Continuing 2 Be Me (C2bMe) 	Psychological therapy for people living in residential aged care facilities. For non-Indigenous people aged 65+ and Indigenous people aged 55+.	Illawarra Shoalhaven Southern NSW	Uniting 1800 422 263 (1800 C2bMe) https://c2bme.org
Aboriginal and Torres Strait Islander People			
			Illawarra Aboriginal Medical Service (02) 4229 9495 illawarraams.com.au
			South Coast Medical Service Aboriginal Corporation 1800 215 099 southcoastams.org.au
Social and emotional wellbeing services 	Culturally safe social and emotional wellbeing services for Aboriginal and Torres Strait Islander people.	Illawarra Shoalhaven Southern NSW	Waminda South Coast Women's Health and Wellbeing Aboriginal Corporation (02) 4421 7400 waminda.org.au
			Katungul Aboriginal Corporation Regional Health & Community Services Narooma: (02) 4476 2155 Bega: (02) 6492 0532 Batemans Bay: (02) 4488 4050 katungul.com.au
Strong Foundations 	School-based mental health literacy and help-seeking program for Aboriginal and Torres Strait Islander children in years 3–6. Social and emotional wellbeing service for family members requiring additional support.	Shoalhaven	South Coast Medical Service Aboriginal Corporation 1800 215 099 southcoastams.org.au/strong-foundations

All services are provided at no cost to recipient. People who are experiencing acute mental illness can refer to their Local Health District services via the NSW Mental Health Line on **1800 011 511** or call **000** in an emergency. Referrals to Mental Health Hubs can also be made by contacting the Head to Health assessment and referral line on **1800 595 212**.

Further information

- ▶ Information on local drug and alcohol services for health professionals – [click here](#).
- ▶ Managing drug and alcohol and drug related issues in general practice flyers:
 - [Illawarra Shoalhaven](#)
 - [Southern NSW](#)
- ▶ Information on local drug and alcohol services for the community – [click here](#).
- ▶ Information for carers: call the Carer Gateway on 1800 422 737 to help you to find local services and supports or visit carergateway.gov.au.
- ▶ Please note that the above list is of PHN-funded services only. Other services are listed in the [National Health Services Directory](#).
- ▶ For Australia-wide digital mental health services and resources, please visit the Australian Government's Head to Health hub at headtohealth.gov.au.
- ▶ Also see COORDINARE's [Service Summary](#) which lists some of the services we help fund in South Eastern NSW, as well as other major national or state-wide helplines and services.

