



Gold Coast Primary Health Network commissions a range of services to meet different needs across the Stepped Care continuum.  
These services are available at no cost to patients.

Health professionals can complete a referral using the Mental Health Stepped Care Referral Form.

Some services accept referrals from any source including self, family, friends, teachers, counsellors, doctors, psychologists and/or psychiatrists. Enquiries can be made directly with the provider.

Primary and Specialised Community Mental Health (Clinical Support Services)									Specialised Mental Health Community Support Services
NEED	LOW INTENSITY	MILD TO MODERATE INTENSITY			MODERATE INTENSITY	HIGH INTENSITY			
SERVICE	Clinical Care Coordination - Kalwun Social Health - offering comprehensive support for Aboriginal and Torres Strait Islander people who are struggling with their mental health or for those with alcohol and other drug needs: 07 5526 1112								
	Head to Health	New Access	headspace	Psychological Services in Residential Aged Care Facilities	Psychological Services Program	Youth Clinical Care Coordination - Lighthouse	headspace Early Psychosis	Clinical Care Coordination - Plus Social	Psychosocial Support
TARGET AUDIENCE	All ages	People <b>12 years and older</b> who are finding it hard to manage life stress	Young people <b>12-25 years</b> with emerging mental health needs	<b>Older people living in Residential Aged Care Facilities</b> experiencing mild depression or anxiety and those having trouble adjusting to changes or coping with loss	People who have a <b>current health care/pension card and identify with any of the target groups</b> (*exceptions for suicide prevention, homelessness, children in out of home care 0-12 years)	<b>Young people 12-18 years</b> with severe and or complex mental health needs	<b>Young people 12-25 years</b> at risk of or experiencing a <b>first episode of psychosis</b>	Adults <b>18 years and older</b> who experience the impact of severe mental illness and who are not currently case managed or accessing Gold Coast Health mental health services	<b>Adults 12-65 years old</b> who have a severe mental illness and/or complex life stressors
DESCRIPTION	<b>Online portal</b> that brings together apps, online programs, online forums, and phone services, as well as a range of digital information resources	A mental health <b>coaching program</b> , designed to provide accessible, quality <b>structured psychological therapy</b> services. People can access six coaching sessions delivered over the phone, via Skype or in person by trained mental health coaches	An accessible <b>'one-stop-shop'</b> for young people that helps promote wellbeing: mental health, physical health, work/study support and alcohol and other drug services	Offers <b>structured psychological</b> therapies and can also support people experiencing dual diagnosis of mental health and dementia or neurocognitive disorder (including brain injury/developmental disability) where behaviours are identified as mental health related	Offers short term <b>structured psychological therapies</b> . <b>Target</b> groups include people who identify as: <ul style="list-style-type: none"> <li>Aboriginal and Torres Strait Islander</li> <li>Culturally and Linguistically Diverse</li> <li>LGBTIQAP+</li> <li>Perinatal - have had a baby in the last 12 months</li> <li>Children up to 12 years old</li> <li>*Children in out of home care (up to 12 years old)</li> <li>*Experiencing or at risk of homelessness</li> <li>*People who have attempted or are at risk of suicide or self-harm</li> </ul>	Provides trauma informed, recovery-orientated <b>clinical care coordination and specialised treatment</b>	A <b>multidisciplinary service</b> of consultant psychiatrists, peer workers and clinicians that support young people aged 12-25 at risk of or experiencing a first episode of psychosis. The Early Psychosis team is equipped to intervene early to improve the lives of young people, and their families, who are impacted by psychosis	<b>A comprehensive, high intensity clinical support service</b> that includes structured, recovery and goal-oriented services focused on creating significant improvements in quality of life, health and wellbeing	A high intensity service which provides practical assistance and personalised support. Through <b>individual and group based support</b> , the service includes activities such as life skills development, employment and education goals and learning how to maintain health and wellbeing
PROVIDER(S)	Various - <a href="http://www.HeadToHealth.gov.au">www.HeadToHealth.gov.au</a>	<b>Lives Lived Well for ages 12 -25</b> 1 300 971 309  <b>Primary and Community Care Services (PCCS) for 25+</b> 07 3186 4000	<b>Lives Lived Well</b> 07 5509 5900	<b>Changes Futures</b> 07 5648 0424	<b>Various</b> 07 3186 4000	<b>Lives Lived Well</b> 07 5699 8248	<b>Lives Lived Well</b> 07 5509 5900	<b>Primary and Community Care Services (PCCS)</b> 07 3186 4000	<b>Primary and Community Care Services (PCCS)</b> 07 3186 4000  <b>Stride</b> 07 5562 4300 (for existing NPST & COS clients)

**Assessment services: The Primary and Community Care Services (PCCS) Referrals and Triage service provides a central point for receiving and assessing** GP and psychiatrist referrals for people who are not in crisis and require mental health, drug and alcohol and suicide prevention support. The multi-disciplinary team coordinates intake for Gold Coast Primary Health Network's mental health care services. **07 3186 4000**



NEED	ALCOHOL AND OTHER DRUGS TREATMENT SERVICES			ENGAGEMENT SUPPORTS			PRIMARY AND COMMUNITY CHRONIC DISEASE SERVICES		
SERVICE	The Way Back Support Service	QuiHN	Lives Lived Well	Kalwun	Community Pathway Connector	Expanded Horizons	After Hours Drop-In Service	Persistent Pain Program	Integrated Team Care
TARGET AUDIENCE	Adults <b>18 years and older</b> that have presented or been discharged from either Robina or Gold Coast University Hospital <b>following a suicide attempt or suicidal crisis</b>	Adults <b>18 years and older</b> impacted by alcohol or drugs, including impacts associated with mental health issues	People <b>12 years and older</b> impacted by alcohol or drugs, including impacts associated with mental health issues	People of <b>all ages</b> impacted by alcohol or drugs, including impacts associated with mental health issues	People of <b>all ages</b> who identify as <b>Aboriginal and Torres Strait Islander</b> or people from <b>culturally and linguistically diverse backgrounds</b>	<b>LGBTIQAP+</b> young people <b>ages 12-25</b>	Adults <b>18 years and older</b> who are seeking a supportive and friendly space to be during times of <b>distress</b>	People with <b>persistent pain which has lasted for more than 3-6 months</b> and are not suitable for surgical or urgent pain specialist interventions	<b>Aboriginal and Torres Strait Islander people with chronic health issues</b> who require help in coordinating their care and accessing services
DESCRIPTION	Delivers personalised <b>non-clinical psychosocial support</b> for up to three months after discharge. This service supports people to stay safe, to keep connected with others and to access health and community services as part of their recovery	Treatment and support to reduce problematic substance use and achieve recovery goals. Services include <b>outreach in the Northern Corridor, in-home support, group programs, long term case management and counselling</b>	<b>Short to medium term treatment</b> and support to reduce problematic substance use, with <b>access to all Lives Lived Well programs</b> including family support and therapy, dual-diagnosis and complex care, residential rehabilitation and transitional housing supports	Treatment and support to reduce problematic substance use. Program works within a <b>social and emotional wellbeing</b> framework, using a person and <b>family-centred</b> approach with the ability to link to a range of internal and external supports	Provides a culturally safe <b>connection point and referral service</b> , assisting people and agencies through tailored information, one-on-one support to navigate the services system, working with interpreters and linking with cultural awareness education as needed	Offers <b>group based support</b> , resources, guest speakers, peer support and information to build a positive sense of identity and connection with peers	A confidential community <b>safe space</b> with peer workers and clinical staff available to provide <b>individual support</b> 6pm-10pm Monday-Friday and 11am-10pm Saturday and Sunday	Supports people to explore a range of different strategies through <b>education program, individual case management, peer support</b> , goal setting and improved use of community health services	Provides <b>assessment, clinical care coordination, individual support, outreach, transport and monitoring and ongoing management</b>
PROVIDER(S)	<b>Wesley Mission Queensland</b> 1 800 448 448	<b>QuiHN</b> 07 5520 7900	<b>Lives Lived Well</b> 1 300 727 957	<b>Kalwun</b> 07 5526 1112	<b>CURA Community Services Multicultural Communities Council Gold Coast</b> 07 5527 8011  <b>Krurungal Aboriginal and Torres Strait Islander Corporation</b> 07 5536 7911	<b>Wesley Mission</b> 1 800 448 448	<b>Primary and Community Care Services</b> 07 3186 4000	<b>Pain Wise</b> 0412 327 795	<b>Kalwun</b> 0429 908 281
REFERRAL INFO	Must be made via Queensland Health Acute Care Team	Accepts referrals from any source, including self-referrals and walk ins			Accepts referrals from any source, including self-referrals and walk ins	Accepts referrals from any source, including self-referrals	Walk in 2580 Gold Coast Highway Mermaid Beach QLD 4218	Requires GP referral	Requires GP referral