



Gold Coast Primary Health Network has commissioned these free services to ensure availability across all levels of the stepped care model. If you have any questions, you can directly contact the service providers or Head to Health (refer below).

HEAD TO HEALTH

1800 595 212

Mental health assessment and referral service for consumers, their families, carers, GPs and health professionals. Monday to Friday 8.30am – 5pm (excluding public holidays)

NEED	SELF-MANAGEMENT	LOW TO MODERATE SERVICE INTENSITY			MODERATE SERVICE INTENSITY			HIGH SERVICE INTENSITY		
SERVICE	Kalwun Social Health 07 5526 1112 Social and emotional well-being support for Aboriginal and Torres Strait Islander people who are struggling with their mental health or alcohol and other drugs.									
	Head to Health Online	New Access	headspace (Primary)	Psychological Services in Residential Aged Care Homes	Supporting Minds	Supporting Minds LGBTIQAP+	Supporting Minds First Nations Kids in Out of Home Care	Youth Clinical Care Coordination - Lighthouse	headspace Early Psychosis	Clinical Care Coordination - Plus Social
TARGET AUDIENCE	People of all ages at risk of or with emerging mental health needs.	People 12 years and older who are finding it hard to manage life stress.	Young people 12-25 years with emerging mental health needs.	Older people living in Residential Aged Care Homes experiencing mild depression or anxiety and those having trouble adjusting to changes or coping with loss.	People 16-65 years who have a current health care/pension card and experiencing their environment as highly stressful due to one or more situational factors (exceptions for people who are experiencing financial distress).	People 12-65 years who have a current health care/pension card and identify as LGBTIQAP+ or questioning their gender (exceptions for people who are experiencing financial distress).	Indigenous children and young people 0 – 19 years who are in a kinship or foster care arrangement who present with mild to moderate symptoms.	Young people 12-18 years with severe and/or complex mental health needs.	Young people 12-25 years at risk of or experiencing a first episode of psychosis.	Adults 18 years and older who experience the impacts of severe mental illness and who are not currently case managed or accessing Gold Coast Health mental health services.
DESCRIPTION	Website that brings together apps, online programs, online forums, and phone services, as well as a range of digital information resources.	A mental health coaching program, designed to provide accessible, quality structured psychological therapy services. People can access six coaching sessions delivered over the phone, via Skype or in person by trained mental health coaches.	An accessible 'one-stop-shop' for young people that supports early intervention with emerging mental health needs surrounding mental and physical health, work/study support and alcohol and other drug issues.	Offers structured psychological 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 clinical and non-clinical, individual and/or group based psychological support. Situational factors include: <ul style="list-style-type: none"> significant life transitions trauma experiencing harm from others interpersonal or social difficulties ability to or difficulty having basic physical, emotional, environmental, or material needs met legal issues 	Offers short-term clinical and non-clinical individual and/or group based psychological support to: <ul style="list-style-type: none"> Increased mental health and well-being Access a suite of interventions tailored to mental health needs Enhance relationships and connection to community Provide a safe, supportive, and welcoming environment 	Offers short-term support, group programs, outreach, and case management using an integrated, flexible, and holistic approach to promote social and emotional wellbeing. Provides tailored interventions for mental health and cultural needs, and improve relationships and community connections.	Provides trauma informed, recovery-orientated clinical care coordination and specialised treatment.	A multidisciplinary service 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.	A comprehensive, high intensity clinical support service that includes structured, recovery and goal-oriented services focused on creating significant improvements in quality of life, health and well-being.
PROVIDER(S)	Head to Health Website headtohealth.gov.au	Primary and Community Care Services (PCCS) 07 3186 4000	Lives Lived Well headspace Southport 07 5509 5900 headspace Upper Coomera 07 5600 1999	Changes Futures 07 5648 0424	Wesley Mission Queensland	Wesley Mission Queensland	Kalwun 07 5578 3434	Lives Lived Well 07 5699 8248	Lives Lived Well 07 5509 5900	Primary and Community Care Services (PCCS) 07 3186 4000
REFERRAL INFO	Any source including self-referrals.	Any source including self-referrals.			Any source including self-referrals. Referrals sent via Head to Health 1800 595 212.			Any source including self-referrals.		General Practitioner or Psychiatrist.



NEED	SUICIDE PREVENTION COMMUNITY SUPPORT	ALCOHOL AND OTHER DRUGS TREATMENT SERVICES			ENGAGEMENT SUPPORT			PRIMARY AND COMMUNITY CHRONIC DISEASE SERVICES
SERVICE	The Way Back Support Service	QuiHN	Lives Lived Well	Kalwun Social Health	Community Pathway Connector	After Hours Safe Space Service	Psychosocial Support	Persistent Pain Program
TARGET AUDIENCE	Adults 18 years and older that have presented or been discharged from either Robina or Gold Coast University Hospital following a suicide attempt or suicidal crisis.	Adults 18 years and older impacted by alcohol or drugs, including impacts associated with mental health issues.	People 12 years and older impacted by alcohol or drugs, including impacts associated with mental health issues.	People of all ages impacted by alcohol or drugs, including impacts associated with mental health issues.	People of all ages who identify as Aboriginal and Torres Strait Islander or people from culturally and linguistically diverse backgrounds .	Adults 18 years and older who are seeking after-hours support for distress or to manage their mental health during times of becoming unwell and their usual supports are not accessible. A safe alternative to hospital presentations (not crisis support).	Adults 18 years and older who experience severe and complex mental health concerns and who do not have an NDIS package.	People with persistent pain for more than 3-6 months and are not suitable for surgical or urgent pain specialist interventions.
DESCRIPTION	Delivers personalised non-clinical psychosocial support for up to three months after discharge. This service supports people to stay safe, keep connected with others and access health and community services as part of their recovery.	Treatment and support to reduce problematic substance use and achieve recovery goals. Services include harm reduction, outreach in-home support, group programs, long term case management and counselling.	Short to medium term treatment and support to reduce problematic substance use with access to all Lives Lived Well programs, including family support and therapy, dual-diagnosis and complex care, residential rehabilitation and transitional housing support.	Treatment and support to reduce problematic substance use. Program works within a social and emotional well-being framework, using a person and family-centred approach with the ability to link to a range of internal and external support.	Provides a culturally safe connection point and referral service , 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.	A confidential community after hours safe space with clinical and lived experience staff available to provide individual support, and clinical staff available if needed. Services are available at both Mermaid Beach and Southport, Monday-Friday 6pm-9pm and Saturday and Sunday 12pm-8pm.	High intensity practical assistance and personalised support through individual and group-based support. Activities include life skills development, employment, housing, education goals, and learning how to maintain health and well-being.	Supports people to explore a range of different strategies through education programs, individual case management, peer support , goal setting and improved use of community health services.
PROVIDER(S)	Wesley Mission Queensland 1800 448 448	QuiHN 07 5520 7900	Lives Lived Well 1300 727 957	Kalwun 07 5526 1112	CURA Community Services Multicultural Communities Council Gold Coast 07 5527 8011 Krurungal Aboriginal and Torres Strait Islander Corporation 07 5536 7911	PCCS After Hours Safe Space 07 3186 4000 Mermaid Beach: 2580 Gold Coast Highway, Mermaid Beach, Qld 4218. Southport: Level 3, Southport Health Precinct building. 16-30 High Street, Southport, Qld 4215.	Primary and Community Care Services (PCCS) 07 3186 4000	Pain Wise 0412 327 795
REFERRAL INFO	Must be made via Queensland Health Acute Care Team.	Any source, including self-referrals.			Any source, including self-referrals.	Walk-in.	Any source including self-referrals.	Requires GP referral.