



GCPHN Funded Services

Mental Health, Suicide Prevention, Alcohol and Other Drug Services, and Chronic Disease Management



	SERVICE	TARGET AUDIENCE	DESCRIPTION	PROVIDER	REFERRAL INFO
LEVEL 1: SELF-MANAGEMENT	Medicare Mental Health	People of all ages, at risk of developing, or with emerging mental health needs.	Medicare Mental Health (previously called Head to Health) provides a range of mental health online services, programs, websites, chat groups and apps. Online treatment programs can help individuals work through a range of mental health conditions and disorders like depression and anxiety.	Australian Government – Department of Health and Aged Care medicarementalhealth.gov.au 1800 595 212	Any source, including self-referrals. GPs can direct individuals to headtohealth.gov.au
	NewAccess (Mental Health Coaching)	People 16+ who are finding it hard to manage life stress.	A mental health coaching program , to provide accessible, quality structured psychological therapy services. People can access six coaching sessions delivered over the phone, via video or in person by trained mental health coaches.	Primary and Community Care Services (PCCS) 07 3186 4000 GCTX@pccs.org.au	Any source including GP or self-referrals. GPs can refer by calling or emailing.
LEVEL 2 AND 3 INTENSITY	Psychological Services in Residential Aged Care Homes	Older people living in Residential Aged Care Homes experiencing mild depression or anxiety and those having trouble adjusting to changes or coping with loss.	Structured psychological therapies and support for people experiencing a dual diagnosis of mental health and dementia or neurocognitive disorder (including brain injury/developmental disability) where behaviours are identified as mental health related.	Change Futures 07 5648 0424 racmentalhealth@changeutures.org.au	Any source including GP or self-referrals. GPs can refer by calling or emailing.
	headspace	12-25 years with emerging mental health needs.	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.	Lives Lived Well headspace Southport 07 5509 5900 headspace Upper Coomera 07 5600 1999	Any source including GP or self-referrals. GPs can refer by calling or emailing.
LEVEL 3: MODERATE INTENSITY	Supporting Minds (Psychological Therapies)	16-65 years experiencing situational distress. This can include people: at risk of homelessness, experiencing domestic violence issues, in significant financial hardship, experiencing relationship issues, and experiencing social isolation.	Short-term clinical and non-clinical, individual and/or group based psychological support. Situational factors include 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, and legal issues.	Wesley Mission Queensland 07 3151 3828 MentalHealthIntake@wmq.org.au	Any source including GP or self-referrals. GPs can refer through Head to Health or by calling or emailing.
	Supporting Minds (LGBTIQAP+)	12-65 years who identify with the LGBTIQAP+ community and/or are questioning sexuality or gender.	Short-term clinical and non-clinical individual and/or group based psychological support to increase mental health and wellbeing, access a suite of interventions tailored to mental health needs, enhance relationships and connection to community, and provide a safe, supportive and welcoming environment.	Wesley Mission Queensland 07 3151 3828 MentalHealthIntake@wmq.org.au	Any source including GP or self-referrals. GPs can refer through Head to Health or by calling or emailing.
	Supporting Minds (First Nations Kids in Out of Home Care)	Indigenous children and young people 0 – 19 years who are in a kinship or foster care arrangement who present with mild to moderate symptoms.	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.	Kalwun 07 5578 3434 supportingminds@kalwun.com.au	GPs can refer through Head to Health or by calling or emailing.
	Virtual Psychologist: Virtual Psychological Services	People 16+	Telehealth-based (text, audio, or video) mental health services, including self-management, psychotherapeutic interventions, and low to moderate mental health support for individuals. Ensures timely and effective care for underserved populations, including men, culturally and linguistically diverse (CALD) communities, individuals from remote areas, and those affected by natural disasters.	Virtual Psychologist 0481 614 647 info@virtualpsychologist.com.au	Any source including GP or self-referrals. GPs can refer by emailing and individuals can self-refer by sending a text.
LEVEL 4: HIGH INTENSITY	headspace (Early Psychosis)	12-25 years at risk of, or experiencing a first episode of psychosis.	A multidisciplinary service of consultant psychiatrists, peer workers and clinicians to 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, impacted by psychosis.	Lives Lived Well Early Psychosis Mobile Assessment and Treatment team 0423 614 781 earlypsychosis@headspacesouthport.org.au	Any source including GP or self-referrals. GPs can refer by calling or emailing.
	Lighthouse (Youth Clinical Care Coordination)	12-18 years with severe and/or complex mental health needs.	Provides trauma informed, recovery-orientated clinical care coordination and specialised treatment.	Lives Lived Well 07 5699 8248 lighthouse@liveslivedwell.org.au	Any source including GP or self-referrals. GPs can refer by calling or emailing.
	Plus Social® (Adult Clinical Care Coordination)	Adults (18+) who experience the impacts of severe mental illness, and who are not currently casemanaged or accessing Gold Coast Health mental health services.	Comprehensive, high intensity clinical care coordination support including structured, recovery and goal-oriented services to create significant improvements in quality of life, health and wellbeing.	Primary and Community Care Services (PCCS) 07 3186 4000 GCTX@pccs.org.au	Only GP or psychiatrist referrals are accepted. GPs or psychiatrists can refer by calling or emailing.
LEVEL 2, 3 AND 4 INTENSITY	Social and Emotional Wellbeing (First Nations Mental Health)	Aboriginal and/or Torres Strait Islander people struggling with their mental health or seeking a suicide support service.	Improve the social and emotional wellbeing of individuals and reduce the harm associated with social and emotional wellbeing, suicide ideation/attempts and mental ill health through the provision of an integrated, flexible, and holistic approach of care.	Kalwun 07 5526 1112 sewb@kalwun.com.au	Any source including GP or self-referrals. GPs can refer by calling or emailing.
SERVICE NAVIGATION	CÛRA Community Pathway Connector	People of all ages from culturally and linguistically diverse backgrounds.	A culturally safe connection point and referral service , to assist people from culturally and linguistically diverse backgrounds, with tailored information, one-on-one support to navigate the services system, working with interpreters, and linking with cultural awareness education as needed.	Multicultural Communities Council Gold Coast 07 5527 8011 info@curacares.com	Any source, including GP or self-referrals. GPs can refer by calling or emailing.
	Krurungal Community Pathway Connector	People of all ages who identify as Aboriginal and Torres Strait Islander or their family members/spouse/carer.	A culturally safe connection point and referral service , to assist Aboriginal and Torres Strait Islander people through tailored information and one-on-one support to navigate the services system.	Krurungal Aboriginal and Torres Strait Islander Corporation 07 5536 7911 reception@krurungal.com.au	Any source, including GP or self-referrals. GPs can refer by calling or emailing.

If you are unsure if one of the above services is right for your patient, you can refer to **Medicare Mental Health on 1800 595 212 between Monday to Friday, 8:30am – 5pm (except public holidays)**. Alternatively, you can forward a completed referral via Medical Objects to: **Medicare Mental Health** or Fax: 07 3186 4099. A mental health clinician will complete an initial assessment and referral into an appropriate service or resource that matches a person's needs.



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SUICIDE PREVENTION AND COMMUNITY SUPPORT	Gold Coast Community Support	People 16+ in the Gold Coast community at risk of suicide.	Gold Coast Community Support is a flexible 8-week program that provides non-clinical emotional, practical, and coaching support.	Wesley Mission Queensland 07 5569 1850 MentalHealthIntake@wmq.org.au	Referrals can only be made via Gold Coast Community Organisations. This service is included here for GP and health professional awareness.
	The Way Back Support Service (TWBSS) (Post-hospital Discharge Community Support)	Adults (18+) that have presented to or been discharged from either Robina or Gold Coast University Hospital following a suicide attempt or suicidal crisis.	Personalised non-clinical psychosocial support for up to three months after hospital discharge. This service supports people to stay safe, keep connected with others, and access health and community services as part of their recovery.	Wesley Mission Queensland 07 5569 1850 thewaybackservice@wmq.org.au	Referrals can only be made via Gold Coast Health Acute Care Team. This service is included here for GP and health professional awareness.
	The Way Back Support Service (TWBSS) Out Of Hospital pathway (OOH)	People 16+ experiencing suicidality and have presented to either General Practice, Head to Health or an Aboriginal Medical Service (i.e. Kalwun).	Personalised non-clinical psychosocial support for up to three months after hospital discharge . This service supports people to stay safe, keep connected with others, and access health and community services as part of their recovery.	Wesley Mission Queensland 07 5569 1850 MentalHealthIntake@wmq.org.au	Referrals can be made via referral form or letter-of-referral from General Practitioner, Head-To-Health Clinician, or Aboriginal Medical Services clinician.
ALCOHOL AND OTHER DRUG SERVICES	Lives Lived Well (Transition House, Family and Youth)	People 12+ impacted by alcohol or drugs, including impacts associated with mental health issues.	Short to medium term treatment and support to reduce problematic substance use via access to all Lives Lived Well programs, including family support and therapy, dual diagnosis and complex care, residential rehabilitation and transitional housing support.	Lives Lived Well 1300 727 957 info@liveslivedwell.org.au	Any source, including GP or self-referrals. GPs can refer by calling or emailing.
	QuiHN (AOD Adult)	Adults (18+) impacted by alcohol or drugs, including impacts associated with mental health issues.	Treatment and support to reduce problematic substance use and achieve recovery goals. Services include harm reduction, group programs, long term case management and counselling.	QuiHN 07 5520 7900 quihn@quihn.org	Any source, including GP or self-referrals. GPs can refer by calling or emailing.
	Social and Emotional Wellbeing (First Nations AOD)	Aboriginal and/or Torres Strait Islander people struggling with their mental health, drug and alcohol misuse or seeking a suicide support service.	Improve the social and emotional wellbeing of individuals and reduce the harm associated with social and emotional wellbeing, suicide ideation/attempts and mental ill health through the provision of an integrated, flexible, and holistic approach of care.	Kalwun 07 5526 1112 sewb@kalwun.com.au	Any source, including GP or self-referrals. GPs can refer by calling or emailing.
OTHER MENTAL HEALTH SERVICES	After Hours Safe Space	Adults (18+) who require a brief intervention to support de-escalation of their mental health concern and are safe and suitable to attend a community-based support service. This service can be used as a safe alternative to hospital presentations when not in crisis.	After Hours Safe Space is a confidential, low intensity, after-hours mental health service for people experiencing mental health distress. Services are delivered by clinical and lived experience staff at Mermaid Beach (2580 Gold Coast Highway) and Southport (Level 3, Southport Health Precinct building. 16-30 High Street), Mon-Fri 6pm-9pm, Sat and Sun 12pm-8pm.	Primary and Community Care Services (PCCS) 07 3186 4000	This is a walk-in service. GPs can contact the After Hours Safe Space provider by calling.
	Psychosocial Support	People 16+ who experience severe and complex mental health concerns and who do not have an NDIS package.	Moderate intensity (non-clinical) individual and group-based psychosocial support to assist individuals achieve their recovery goals by building personal capacity and stability in one or more of the following skill areas: health and wellbeing; independence; confidence and resilience; daily living; social; relationship; finance; and vocational.	Primary and Community Care Services (PCCS) 07 3186 4000 GCTX@pccs.org.au	Any source including GP or self-referrals. GPs can refer by calling or emailing.
CHRONIC DISEASE SERVICES	Turning Pain Into Gain	People with persistent pain for more than 3-6 months and are not suitable for surgical or urgent pain specialist interventions.	Supports people explore a range of different strategies through education programs, individual case management, peer support, goal setting and improved use of community health services. Offers psychological support to clients experiencing anxiety due to pain who may need additional mental health support.	PainWise 0412 327 795 tpigpainprogram@painwise.com.au	GP referral is required. GPs can refer by calling or emailing.

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	Krurungal Community Pathway Connector	People of all ages who identify as Aboriginal and Torres Strait Islander or their family members/spouse/carer.	A culturally safe connection point and referral service , to assist Aboriginal and Torres Strait Islander people through tailored information and one-on-one support to navigate the services system.	Krurungal Aboriginal and Torres Strait Islander Corporation 07 5536 7911 reception@krurungal.com.au	Any source, including GP or self-referrals. GPs can refer by calling or emailing.

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Gold Coast Primary Health Network

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