



North Coast NSW Mental Health and AoD (Alcohol & other Drugs) Service Map

This map provides an overview of some mental health, AOD and suicide prevention services available across the North Coast NSW region.

To make a referral or learn more, visit the Connect to Wellbeing North Coast on <https://nc.connecttowellbeing.org.au/> or call **1300 160 339**

Connect to Wellbeing North Coast is not a counseling or crisis service. For crisis support, call the **NSW Mental Health Access Line on 1800 011 511 or attend the Emergency Department.

SERVICE GUIDE	Mild		Mild/Moderate		Mild/ Moderate			Moderate/Severe			
	MindSpot	Low Intensity Support Program	Headspace	Residential Aged Care Facility Support	Gidget House Perinatal Support service	Healthy Minds	Better Access – Medicare Sessions	Healthy Minds Suicide Prevention Service	Foot Prints 2 Wellbeing	Mental Health Nursing Service	Dokatela – Telehealth Psychiatry Service
ELIGIBILITY	16 years and older	MindStep 16 years+	12 – 25 years old	Must reside within eligible Residential Aged Care Facilities across the Healthy North Coast area.	<ul style="list-style-type: none"> Parents during pregnancy and up to 12 months post birth. GP Mental Health Care Plan and referral. 	Current Health Care/Pension Card or statement of financial disadvantage by GP. *Exemption for people impacted by bushfires /floods and children in out-of-home care.	GP Mental Health Care Plan. *Bushfire-impacted individuals do not require a GP Mental Health Care Plan.	Moderate risk of suicide.	<ul style="list-style-type: none"> 12 years and older. Not registered for the NDIS. People with intermittent moderate to severe mental illness and reduced psychosocial functioning. 	<ul style="list-style-type: none"> Referred by a GP or psychiatrist. Referred by Connect to Wellbeing North Coast. 	<ul style="list-style-type: none"> Medicare Card GP or Nurse Practitioner Referral only.
DESCRIPTION	Therapist-guided online assessment and treatment for adults troubled by anxiety, depression, stress and chronic pain.	Learn practical strategies to manage mild-mod anxiety and depression symptoms through telephone or online CBT	One-stop shop for young people who need help with mental health, physical health (including sexual health), alcohol and other drugs, or work and study support.	Psychological therapies for older people with mental illness living in Residential Aged Care Facilities.	Psychological support for: <ul style="list-style-type: none"> People with depressive, anxiety and trauma or stressor-related disorders; OR People who have experienced a pregnancy or childbirth-related loss within the last 12 months (such as stillbirth, miscarriage or termination). 	Short-term counselling for people experiencing financial hardship. Priority groups: <ul style="list-style-type: none"> Under 13 years Aboriginal and/or Torres Strait Islander Homelessness Culturally and Linguistically Diverse Impacted by Extreme Climatic Events Rural & remote Perinatal 	Provides counselling under the Medicare Better Access Scheme. Up to 20 sessions per calendar year.	Provides short-term psychological counselling services to people at moderate risk of suicide and/ or self-harm who are unable to be serviced by Medicare.	Provides short-term, capacity building psychosocial support to people with moderate to severe and/or episodic mental illness.	Provides longer term clinical and non-clinical care coordination and advocacy for people diagnosed with severe and complex mental illness during periods of ill health.	Connects consumers with specialist doctors and clinicians through a secure online booking and video-conferencing platform.
COST	Free	Free	Free	Free	Free		Gap payment and /bulk bill (no fee). *May have to pay full fee upfront before reimbursement.	Free	Free	Free	Free under Medicare. Credit or debit card required for non-attendance.
LOCATION AND INFORMATION	MindSpot website ☎ 1800 614 434 Online and via phone only. Australia-wide.	MindStep 1800 322 278 Healing Minds 1800 810 255	Locations as follows: <ul style="list-style-type: none"> ☎ Port Macquarie ☎ Coffs Harbour ☎ Grafton ☎ Lismore ☎ Tweed Heads ☎ Kempsey (opening in 2021) 	Mid North Coast: <ul style="list-style-type: none"> ☎ Each One Matters ☎ 1300 003 224 Northern NSW: <ul style="list-style-type: none"> ☎ Change Futures ☎ 07 3857 0847 	Gidget House website Across the Healthy North Coast area.	Connect to Wellbeing North Coast website ☎ 1300 160 339 Telehealth and face-to-face options available. Across the Healthy North Coast area.	Better Access information Telehealth options for some practitioners. Australia-wide. <ul style="list-style-type: none"> ☎ Find a mental health practitioner 	Connect to Wellbeing North Coast website ☎ 1300 160 339 Telehealth and face-to-face options available. Across the Healthy North Coast area.	Footprints2Wellbeing website ☎ 02 6687 1111	Mental Health Nursing Service Information Telehealth and face-to-face options available. Across the Healthy North Coast area.	Dokatela website Telehealth only. ☎ 02 8003 7668

Service Directories

Head to Health is funded by the Department of Health and provides information, advice and free or low-cost phone and online mental health services and supports.

➔ [Head to Health website](#)

The WayAhead Directory is delivered by WayAhead (Mental Health Association of NSW) and is a comprehensive online database used to find local services, make referrals and access mental health information and resources.

➔ [The WayAhead Directory](#)

My Community Directory lists organisations that provide services that are free or subsidised to the public in thousands of locations across Australia.

➔ [My Community Directory](#)

Healthdirect is a government-funded service that provides 24/7 access to health advice and information via a telephone helpline and a range of digital channels to help people make more informed health decisions.

➔ [Healthdirect website](#)

Suicide Prevention Services

Suicide Call Back Service 24/7

☎ 1300 659 467

24-hour phone and web chat service for people feeling suicidal or caring for someone who is suicidal.

Lifeline 24/7

☎ 13 11 14

24-hour crisis support and suicide prevention services via phone, SMS and chat.

The Way Back Support Service (Northern NSW region)

☎ 1800 549 800

Non-clinical care and practical support following a suicide attempt.

Available to people discharged from the emergency departments at the Tweed, Lismore Base, Byron Bay, Maclean and Grafton Hospitals.

The NSW Mental Health Line 24/7

☎ 1800 011 511

24-hour phone support for people experiencing concerns about their mental health. Available across NSW and staffed by mental health professionals.

Beyond Blue Support Service 24/7

☎ 1300 224 636

24-hour phone support from a trained mental health professional.

StandBy Support After Suicide 24/7

☎ 0417 119 298

24-hour crisis mobile for North Coast NSW. Support and information for people bereaved by suicide.

Alcohol and other Drugs (AoD) Services

Alcohol and other Drugs Information Service (ADIS) 24/7

☎ 02 9361 8000 or 1800 422 599

24-hour confidential AoD information, advice and referral service.

Relapse Prevention and Aftercare Service (RPAS)

The Buttery Intake Line:

☎ 02 6687 1111

Support for people linked with, waiting for or who recently completed AoD treatment. Available across the Healthy North Coast area.

NSW Local Health District Alcohol and other Drugs Intake Services

Mid North Coast ☎ 1300 662 263

Northern NSW Lismore ☎ 02 6620 7608

Tweed Heads ☎ 02 5506 7010

CORE AoD Day Rehabilitation

The Buttery Intake Line:

☎ 02 6687 1111

A 6-week program for people aged 18 years and over. Available in the Lismore, Tweed, Byron Bay and Macksville areas.

Hello Sunday Morning and Daybreak Alcohol Support App

Free app and online resources to support alcohol-related behaviour change.

➔ [Hello Sunday Morning website](#)

The Buttery

☎ 02 6687 1111

Support for people experiencing alcohol and other drug misuse, problem gambling and mental health issues.

➔ [The Buttery website](#)

NDIS information for people with psychosocial disability

Connect to Wellbeing North Coast NDIS information

NDIS access information for people living with a mental health condition. Includes a directory of service providers on the NSW North Coast.

➔ [Connect to Wellbeing North Coast website](#)

Reimagine Today

NDIS access information for people living with a mental health condition.

➔ [Reimagine Today website](#)

Contact **Connect to Wellbeing North Coast** for information and referral support on **1300 160 339 (Mon-Fri, 9-5)** or visit the [Connect to Wellbeing North Coast website](#).



We acknowledge the Traditional Custodians of the land we work on and pay our respects to Elders past, present and emerging.



We celebrate, value and include people of all backgrounds, genders, sexualities, cultures, bodies and abilities.