



Finding the Right Help for Mental Health Problems:



Services for culturally diverse patients in the Northern Region

Note: All mental health services in the northern region are open to people from culturally diverse backgrounds. This list only includes services which specifically tailor their services to this target group

Organisation/ Service Name	Service provided	Languages	Cost	Location & Contact	Website	Referral Required
Counselling						
Moreland Community Health Service	Short term counselling and casework for individuals over 26yrs; Arabic speaking group for families in Fawkner and Glenroy; Italian Women's Loss and Grief Group; and the "Harmony Project" working with asylum seekers	Mandarin, Cantonese, Turkish, Italian, Arabic & Spanish. Interpreters also used.	Free	Brunswick Ph: 9387 6711 Coburg Ph: 9350 4000 Fawkner Ph: 9359 9542 Glenroy Ph: 9304 9200	www.mchs.org.au	No
Carers Victoria	Short term counselling (up to 6 sessions) specifically for carers. See website for other services.	Greek, Italian, Turkish, Vietnamese, Polish, Arabic, Timorese, Malay, Hainanese, Cantonese, Hindi, Punjabi, Cambodian, Mandarin, Shanghai Dialect & Spanish. Interpreters also used.	Free	Carers Victoria Ph: 1800 242 636 Various locations.	www.carersvic.org.au/InfoSupport/Counselling.htm	No, but referrals can be made using the form on the website
Action on Disability within Ethnic Communities (ADEC)	Counselling for carers and people with a disability/mental health problem from CALD backgrounds.	Interpreters used.	Free	Preston Ph: 9480 1666	www.adec.org.au	No
Plenty Valley Community Health Centre	General counselling and support program, self harm and suicide prevention program. See website for other services.	Greek & Malay. Interpreters also used.	First session free. Then \$7-\$13 per session	Epping. Intake Ph: 9409 8724	www.pvch.org.au	No, but referrals can be made electronically from website
Darebin Community Health Centre	Short to medium term counselling and support program. Occasional case work, advocacy & support to clients accessing counselling.	Interpreters used.	Varied	East Reservoir: 8470 1111 Northcote: 9403 1200 Preston: 9290 6600 PANCH: 9485 9000	www.dch.org.au	No, but it is preferred
Carers Support Services						
Carer Links North	Short term respite to carers of people with disabilities, mental illness or frail aged.	Range of bilingual staff. Interpreters also used.	Free	Ph:1800 059 059 or 9495 2500 Intake: 9495 2555	www.mchs.org.au/services/ccrc-cln.html	No, but forms available from website
Refugee-specific services						
Moreland Community Health Service	A refugee and newly arrived Health Promotion Officer for linkage and referral	Maharic and Tigrigna.	Free	Coburg - Harding St site Abebe Mulgeta Ph: 8319 7422	www.mchs.org.au	No - not direct service.
Foundation House	Advocacy, practical assistance, referral, counselling, complimentary therapies for adults and children who have fled persecution, torture and war related trauma	Interpreters used	Free	Brunswick Ph: 9388 0022	www.foundationhouse.org.au	No
Aboriginal and Torres Strait Islander services						
Directory of Services for Aboriginal and Torres Strait Islanders	Web based directory of health services, online brochures, health statistics, information about extended and permanent care program for children, family violence services, research, training etc.	English	Free	Click on the link to search the directory	www.atsihealth.org	N/A
Psychiatric Disability Rehabilitation and Support Services						
Moreland Community Health Service	Day program for people with mental health issues. Target groups include; young people, women with children and people from a CALD background.	Interpreters are used.	Free	Coburg - Victoria Street Ph: 9355 9900 and ask for CRISP co-ordinator.	www.mchs.org.au	Yes- assessment done on intake at first interview
NEAMI	Psychosocial rehabilitation service for adults aged 16-64 with a psychiatric disability.	Cantonese, Vietnamese, Persian & Serbian	Free. Small fee to attend day program	Thornbury. Contact Marion Kennedy Ph: 9484 0333	www.neami.org.au	Yes
Action on Disability within Ethnic Communities (ADEC)	Self help groups for people with mental health issues and their carers. (Carer only support groups also available)	Vietnamese, Turkish, Mandarin & Cantonese Carers groups in Vietnamese, Turkish, Greek, Italian, Dari, Chinese, Sudanese	Free	Preston Ph: 9480 1666	www.adec.org.au	No
ARAFEMI	Psychosocial rehabilitation service for adults aged 16-64 with a psychiatric disability. Family support service	Indian & Italian. Maltese family support worker. Interpreters also used	Free	Hawthorn Ph: 9810 9300	www.arafemi.org.au	No

Organisation/ Service Name	Service provided	Languages	Cost	Location & Contact	Website	Referral Required
Psychological/Psychiatry Services						
Austin Child & Adolescent Mental Health Service (CAMHS)	Clinical mental health services for people with serious mental disturbances under the age of 18 from the LGAs of Whittlesea, Nillumbik, Darebin, Banyule, Yarra and Boroondara	Some bilingual staff available. Interpreters also used.	Free	Austin hospital, Heidelberg. Satellite offices at Richmond & Epping. Intake (9am-5pm): Ph: 9496 3620 After hours: 9496 5000.	www.austin.org.au/Content.aspx?topicID=357	Not for out-patient services, but referral required for 2 inpatient units via CAMHS or child psychiatrist
Northern Area Mental Health Service (NAMHS)	Clinical mental health services for people with serious mental illness between the age of 16 - 64 from the LGAs of Whittlesea and Darebin	Some bilingual staff available. Interpreters also used. Brochure about services available in English, Arabic, Chinese, Greek, Italian, Macedonian, Somali, Turkish and Vietnamese	Free	Crisis Assessment & Treatment Team & Triage 24 Hours 1300 650 295 Primary Mental Health Team Ph/Fax 9416 8714		Yes. Not for CAT services
North West Area Mental Health Service	Clinical mental health services for people with serious mental illness between the age of 16 - 64 from the LGAs of Moreland & Hume. Also run a Greek carers group.	Bilingual case managers speak Greek, Arabic, Sinhalese, Persian (Farsi) & Maltese. Interpreters also used.	Free	Crisis Assessment & Treatment Team & Triage Ph: 1300 768 073 (AH: 8345 5000) Primary mental health team Ph: 8371 9800.	www.mh.org.au/nw%5Fmental%5Fhealth/	Yes. Not for CAT services
Northern Division of General Practice	Brief psychological services (ATAPS) for people on low income, provided by allied health professionals.	Turkish, Italian, Arabic, Egyptian, Hebrew, Greek, Macedonian, Cantonese, Mandarin, Farsi, Dari, Hindi & Hungarian.	Free	Various locations in Northern area ATAPS Project Co-ordinator at the Northern Division of General Practice Ph: 8480 4617.	www.ndgp.org.au	Yes, via GP
Glencairn Consulting Suites (Psychiatrists)	Private Psychiatrist Services	Greek, Indian, Sri Lankan, Arabic, Hindi/Indian, Tamil	Varied	Coburg Ph: 9355 9820	www.mh.org.au/NW_Mental_Health/www/358/1001127/displayarticle/1001242.html	Via GP
Northpark Private Hospital	Private Psychiatrist Services	Mandarin & Arabic	Varied	Bundoora Ph: 9467 1709		Via GP

Directories of Mental Health Professionals (including bilingual)

RANZCP Psychiatry Referral Directory	Private Psychiatrist Services via RANZP referral directory	Various languages	Varied	GPs who are not RACGP members can request psychiatrist contact details from the RANZCP Ph: 9601 4924	Complete list via RACGP website - RACGP members only www.racgp.org.au	Via GP
Australian Psychological Society	Psychology services via Medicare registered Psychologists	Various languages	Gap fees may apply	Click on Find a Psychologist on APS home page	www.psychology.org.au	Via GP mental health care plan
Australian Association of Social Workers	Focussed psychological strategies via Medicare registered Mental Health Social Workers	Several languages in Metro Melbourne	Gap fees may apply	Click on Find a Mental Health Social Worker on AASW home page	www.aasw.asn.au/	Via GP mental health care plan
Victorian Transcultural Psychiatry Unit (VTPU)	Directory of bilingual mental health professionals	Various languages	Varied	Click on the link to search for a suitable mental health professional. Victoria wide	www.vtpu.org.au/resources/bilingualdirectory/	Varied
Psychologists Registration Board of Victoria	Database of registered psychologists in Victoria. Can search by language	Various languages	Varied	Click on the link to search for a psychologist. Victoria wide	www.psychreg.vic.gov.au/store/page.pl?id=3227	Varied

Translated fact sheets/materials & useful resources

Multicultural Mental Health Australia (MMHA) Factsheets	Wide range of factsheets on specific mental health problems. Can be downloaded from the website or ordered.	Various languages	Free	Click on the link to search for suitable fact sheet	www.mmha.org.au/find/fact-sheets	N/A
Multicultural Mental Health Australia (MMHA)	Range of resources related to transcultural mental health inc. research, translated materials, resources for health practitioners, links etc.	Various languages	Free. Fees apply for some resources	Ph: (02) 9840 3333. Or click on link to website.	www.mmha.org.au	N/A
Victorian Transcultural Psychiatry Unit (VTPU)	Wide range of factsheets on specific mental health problems. Can be downloaded from the website or ordered.	Various languages	Free	Click on the link to search for suitable fact sheet.	www.vtpu.org.au/resources/translatedmh/	N/A
Health Translations Portal	Wide range of factsheets on health issues including mental health	Various languages	Free	Click on the link to search for suitable fact sheet.	www.healthtranslations.vic.gov.au	N/A
Mental Illness Fellowship	Factsheet on Finding help for mental illness in Victoria	Arabic, Greek, Vietnamese, Italian, Spanish & Mandarin	Free	Click on link or contact MIFellowship to order.	Click on link or contact MIFellowship to order.	N/A
Referral Guide	Referral Guide for GPs to public mental health services in the North & West region	Includes info sheets on assessment process in various languages	Free	Click on link and download PDF file.	www.mh.org.au/nw_mental_health/www/358/1001127/displayarticle/1001302.html	N/A