

Community Health Counselling

Low cost service provided by Psychologists and Social Workers for all age groups.

Individual, group and family-based counselling is available.

Priority areas are mild to moderate mental health issues for short to medium term counselling, and counselling for those with chronic medical diseases and physical conditions.

Categories for Appointment

	Clinical description	Timeframe for Appointment
Category 1 - Urgent	Referrer describes urgent (not emergency) need	Telephone contact within 24 hours by social worker or psychologist
Category 2 - Routine	Referrer describes non –urgent need	Next available appointment
Emergency		Mental Health Triage Service for all enquiries or referrals – 1300 792 977

Eligibility Criteria

- Individual counselling for short to medium term for adults, young people and families.
- Group based counselling;
 - Chronic medical diseases and physical conditions
 - Anxiety and depression
- Family Based Therapy for eating disorders for 13 – 18 year olds with BMI 16 or over (see Anorexia Nervosa U18 pathway [Eating disorders](#) (PH GPLU Mental Health webpage))

Exclusions

- Severe mental health issues (e.g. Schizophrenia, Bipolar Disorder) without being stable and actively managed by GP and/or Psychiatrist.
- DVA Gold Card holders are entitled to unlimited private allied health services and are encouraged to use private services.
- Clients seeking service related to Work-Cover or TAC claims are able to access subsidised private services. CH Counsellors do not provide reports for TAC/Work-Cover.
- Trauma clients who are eligible for specialist services e.g. Veterans Affairs; Victims of Crime, South Eastern Centre against Sexual Assault (SECASA)
- Intellectual disability - significant impairment (e.g. late stage dementia)
- Psychological Testing and Reports

Alternative Referral Options

Via Community Health:

- **Frankston & Mornington Peninsula Drug & Alcohol Service (FAMDAS)**
- **OWL-older adult specific Alcohol and Other Drug service**
- Family Violence Programs – “M.E.N.S” Behaviour Change Program
‘Keeping Families Safe”

Headspace for youth services 12-25

Private services

Clinic Information
<ul style="list-style-type: none"> • Normal business hours Monday- Friday(no after-hours service) • Located at four Community Health sites – Frankston Mornington Hastings Rosebud • Contact details ACCESS Phone: 1300 665 781 ACCESS Fax: 9784 2309 (New number June 2016) ACCESS Referral Form
Minimum Referral Information Required (Please note, cannot be processed if minimum information is missing)
<ul style="list-style-type: none"> • Self-referral is preferred for counselling clients however GPs can fax referrals using ACCESS form. • Clients will then be contacted to schedule appointments. <p>Note: Mental Health Plan not required.</p>