

## PATIENT INFORMATION

## SYDNEY NORTH REGION

*A single point of access to PHN funded mental health services*

## THE MENTAL HEALTH TRIAGE

### WHAT IS THE MENTAL HEALTH TRIAGE?

The Sydney North Primary Health Network (SNPHN) Mental Health Triage provides a central point of access to a range of treatment services for people experiencing mental health and/or alcohol and other drug issues at no cost or a subsidised cost.

**Available services are listed on pgs 2-3.**

### WHAT PERSONAL INFORMATION IS REQUIRED?

When you consent for a referral to SNPHN-funded services, you will be asked to provide personal details including:

- Name
- Address
- Employment status
- Date of birth
- Marital status
- Diagnosis

Some services require a current Mental Health Treatment Plan and completed mental health assessment (K-10+, K-5 or SDQ) to be submitted with the referral.

## YOUR INFORMATION

### WHO CAN SEE MY INFORMATION?

Upon referral, your information will be viewed by:

- SNPHN Mental Health Triage staff
- The Commissioned service provider; and
- The mental health/alcohol & drugs professional who will be working with you

Some information (gender, date of birth and types of services used) is provided to the Commonwealth Department of Health for reporting purposes. However, this does not include identifying information such as your name, address or Medicare number.

### HOW IS MY INFORMATION USED?

SNPHN is bound by the Commonwealth Privacy Act 1988 and the Privacy Amendment (Private Sector) Act 2000, which outlines the protection of your personal information. Your personal information will be stored in a secure database and kept confidential. It will not be released without your permission except:

- Where legally required.
- If a person's safety is at risk including yourself or others

We will make every attempt to speak with you before releasing your information.



Your GP can refer you to one of these services if you are seeking support for a mental health or drug and alcohol issue.

## WHAT ARE MY RIGHTS AND RESPONSIBILITIES?

To ensure that you get the best outcomes from these services, we ask that you:









- Attend your appointments on time
- Give at least 48 hours notice if you cannot attend an appointment
- Make a follow up appointment with your GP after your last session
- Inform your GP and the service provider if you decide to stop attending

**SNPHN would like you to receive the highest quality of care, and remind you that when accessing these services, you have the right to:**




- Take part in decisions about your health care
- Have your personal details kept private
- Be treated respectfully
- Receive appropriate care and treatment
- Request to see a different care provider if you feel it is necessary
- A fair enquiry and response into any complaints, without affecting your care
- Provide feedback at any point. You can do this on our website:  
<http://sydneynorthhealthnetwork.org.au/contact-us/>

**AVAILABLE SERVICES:** Select any services below that you are interested in accessing




### ADULT MENTAL HEALTH SERVICES

SELECT	DESCRIPTION	PROVIDER
<input type="checkbox"/>	<b>Lifeline</b> Telephone support for people feeling stressed, flat, anxious or low. <b>*Self-referral available: Phone: 1300 120 446</b>	
<input type="checkbox"/>	<b>Lifeline</b> <b>New Vision Psychology</b> <b>Primary and Community Care Services</b> Individual or group psychological services for people needing short term support (includes children and young people). <b>Certain criteria apply- your doctor will assess these</b> <b>*Referral via Mental Health Triage</b>	  
<input type="checkbox"/>	<b>Parramatta Mission</b> Support for people with severe mental illness such as bipolar disorder, schizophrenia, psychosis or severe anxiety or depression. <b>*Self-referral available</b>	
<input type="checkbox"/>	<b>CCNB</b> Support to access care after a suicide attempt. <b>* If you require out of hours support, please call the After Hours Suicide Support Line - 1800 859 585</b>	
<input type="checkbox"/>	<b>Relationships Australia</b> <b>The Gaimaragal Group</b> Aboriginal mental health services	 

**AVAILABLE SERVICES:** Select any services below that you are interested in accessing**YOUTH MENTAL HEALTH SERVICES (12-25 YEARS)**

SELECT	DESCRIPTION	PROVIDER
<input type="checkbox"/>	<p><b>headspace</b>            Help with mental health issues, including alcohol and other drug services. Support with issues related to work, study and physical health.  <i>*Self-referral available: Chatswood: 8021 3668, Brookvale: 9937 6500</i></p>	
<input type="checkbox"/>	<p><b>Parramatta Mission</b>            Support for people experiencing severe mental illness such as bipolar disorder, schizophrenia, severe anxiety and depression.  <i>*Self-referral available</i></p>	
<input type="checkbox"/>	<p><b>The Butterfly Foundation</b>            Help with costs to access intensive treatment for eating disorders (for people aged 16-25 years).  <i>*Self-referral available</i></p>	

**ALCOHOL AND OTHER DRUG SERVICES**

SELECT	DESCRIPTION	PROVIDER
<input type="checkbox"/>	<p><b>SDECC</b>            Support for young people (aged 14-25 years) seeking assistance to address problematic drug and alcohol use.  <i>*Self-referral available</i></p>	
<input type="checkbox"/>	<p><b>Odyssey House</b>            ort for adults seeking assistance with drug and alcohol addiction. Culturally appropriate services available for Aboriginal and Torres Strait Islander people.  <i>*Self-referral available</i></p>	
<input type="checkbox"/>	<p><b>ACON</b>            Support for lesbian, gay, bisexual, trans, and/or intersex people seeking assistance to address problematic drug and alcohol use.  <i>*Self-referral available</i></p>	



You can find more information about Sydney North Primary Health Network's mental health and alcohol and drugs services by visiting our website [www.snhn.org.au](http://www.snhn.org.au) and clicking on the Mental Health tab.