



better care better health

# Mental Health Service Profile

## > About the NHN

The Northern Health Network (NHN) is a leading provider of primary healthcare services in the northern and central western metropolitan suburbs of Adelaide, and in the Barossa-Gawler region.

The NHN's main objective is to enhance the provision of high quality primary healthcare services available to the community by:

- improving the patient journey through integrated and coordinated care to ensure our clients get the appropriate care in a timely manner;
- developing processes to plan, deliver and measure a range of front-line services to our clients and customers;
- improving strategic and operational linkages with partners and stakeholders;
- building a stronger focus on health promotion and early intervention;
- providing support to clinicians and health professionals to improve client outcomes; and
- ensuring the highest standards of organisational excellence.

The NHN is funded by the Adelaide Primary Health Network (APHN) and is one of the largest providers of evidence-based clinical psychological therapy services, and is also the lead agency for headspace Edinburgh North.

We deliver a range of integrated community health services, including health projects and the Aboriginal Health Closing the Gap (CTG/ITC) program.

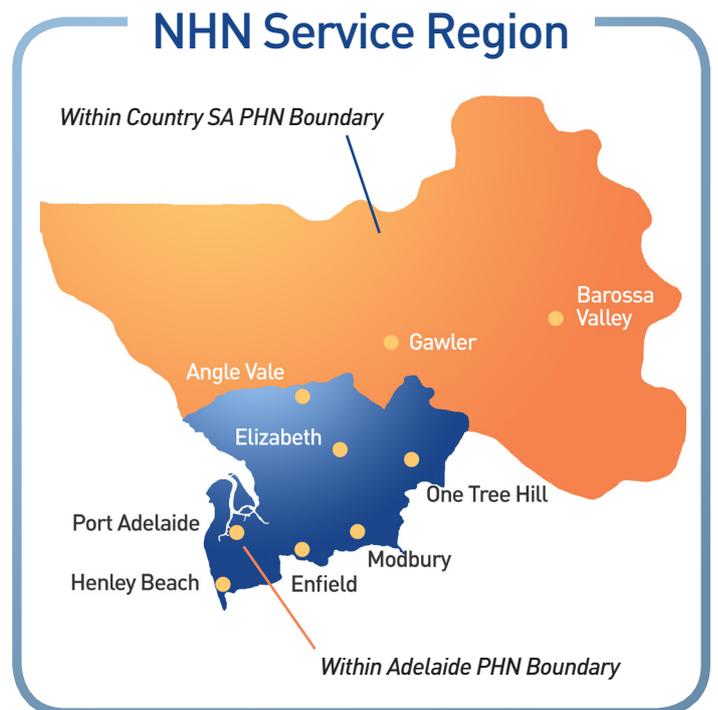
The NHN continues to provide support to general practices as a General Practitioner (GP) member-based organisation. It also facilitates the functions of the Northern Region GP Council (NRGPC), a subcommittee of the NHN Board. The NRGPC provides a forum for GPs in the northern region to raise issues that affect general practice and the provision of effective primary health care in the community.

## > Where does the NHN deliver services?

There have been many changes to the primary mental health sector following the reform by the federal government. The NHN will continue to deliver services in the northern suburbs of Adelaide, which include the Playford, Salisbury and Tea Tree Gully Local Government Areas (LGAs).

The NHN now also delivers a range of psychological therapy services on behalf of the Adelaide Primary Health Network (APHN) in the Charles Sturt and Port Adelaide Enfield LGAs.

Finally, the NHN has been commissioned by Country SA PHN to deliver some mental health services in the Gawler, Barossa, Light and Mallala LGAs.



# NHN Mental Health Services

## > Psychological Therapies

The NHN provides a suite of PHN funded psychological therapies for people aged 5 years and over and across the diagnostic criteria.

Therapeutic counselling is delivered by Mental Health Clinicians (psychologists, mental health social workers, mental health nurses) who are trained to provide short-term focussed psychological strategies in the treatment of mild to moderate mental health concerns, such as anxiety, depression, as well as more severe and complex mental health issues.

Specialised therapeutic counselling is also available for:

- People living with a co-occurring mental illness and drug and alcohol problems;
- Children and families;
- People living with a serious, progressive and potentially life limiting illness, including the palliative phase;
- Older people living in a Residential Aged Care Facility;
- Women presenting with perinatal depression and anxiety;
- People at risk of suicide or self-harm;
- People who have been diagnosed with a low prevalence, severe and highly complex mental health issue;
- Young people.

## > How to Access Services

For most clients access to the NHN's mental health services is via a Mental Health Treatment Plan completed by a general practitioner (GP). This referral form can be faxed to the NHN mental health team on [08 8252 9433](tel:0882529433) or to the PHN Central Referral Service on [1300 580 249](tel:1300580249).

For new and expecting mums referrals can be made by a Maternal or Child Health Nurse, Midwife, or Obstetrician as well as the GP.

Children can be referred by their GP or any relevant community organisation, such as schools, Families SA or parents.

## > Where are services delivered?

### Metropolitan Adelaide

Appointments are provided from the NHN head office located at [2 Peachey Road, Edinburgh North](#), as well as at our new premises in Port Adelaide, located at [2/78-80 Dale Street](#). Appointments are also provided at a number of co-location sites across the northern and western metropolitan regions.

### Country SA

The NHN delivers the Country Wellbeing program; Country Mental Health and Alcohol and Other Drugs Program (MH & AOD) and the Living Well with Services Illness program throughout the Gawler- Barossa region.

Country Wellbeing aims to improve access to quality primary mental health services within the region and offers people with mild- moderate mental health issues with a level of service best suited to the client's needs. New to the NHN in 2016 the Country MH & AOD Program delivers an integrated therapeutic counselling and care coordination service for people living in the Gawler-Barossa region with co-morbid substance and mental health concerns.

The NHN is also delivers the innovative Living Well with Serious Illness Program. This unique program sits in the primary care space with a focus on meeting the needs of people diagnosed with the progressive and life limiting illness and their families. Two part time specialist nurse care coordinators and mental health clinician provide services to clients at locations across the Gawler-Barossa region, either meeting with clients in their home or at co-located sites.

## > The Stepped Care Model

As part of the national review of mental health programs and services, between 2016 and 2019, our mental health system will gradually move towards a Stepped Care Model (SCM).

The introduction of the SCM will see the delivery of integrated, primary mental health services within a more modern, flexible and nimble model of care that is culturally respectful and meets the needs of the community regardless of age, disability, cultural background, geographical location or circumstances of life.

The NHN has a Clinical Decision and Monitoring Unit (CDMU) function which undertakes clinical triage, brief interventions, information, assisted referrals and allocation of clients.

Patients who are seeking support for a mental health condition will be triaged by a health professional into one of the different levels of the SCM including 'at risk', mild, moderate or severe/complex.

Following this assessment, varying levels of mental health intervention and support will be available dependant on the individual's level of need. This may include psychological treatment.

When a less intense treatment is identified as appropriate the client will be provided with other resources and options.

There will be times when an individual's needs can be better met by another service. In that instance the NHN will facilitate a referral in the most seamless way possible.

## Keeping Safe – Suicide Intervention Program

The NHN also delivers the Keeping Safe program, which offers short term support to clients at risk of suicide or self-harm. Keeping Safe is not a crisis service but provides timely and appropriate support, risk assessment and onward referral. Referrals to the program can be made by calling (08) 8209 0700 Monday to Friday between 9am and 4.30pm.

## Shared Care with GPs

This SA Health funded program provides therapeutic intervention for people aged 18 to 65 who have been diagnosed with a Tier 3, low prevalence, severe and highly complex mental health issue. These include psychotic disorder, bipolar disorder, severe depression, severe anxiety or severe eating disorder.

The Shared Care with GPs program is aimed at reducing demand for emergency and acute services through clinical intervention and effective collaboration between general practice, government and non government mental health services. Specialised Mental Health Clinicians will consult and work closely with you and your GP to ensure that you receive clinical treatment tailored to meet your individual mental health needs and ensure continuity of care.

All referrals to the Shared Care Program require a Mental Health Treatment Plan.

## Booked Psychiatric Assessment Service

GPs are able to access a Booked Psychiatric Assessment either as part of, or independent of a Mental Health Treatment Plan. This one-off assessment occurs in consultation with the psychiatrist, patient, patient's GP and senior mental health clinician and are held at the treating GP's medical clinic.

To arrange an assessment, a Booked Psychiatric Assessment Referral Form must be completed by the patient's GP and faxed to the NHN on (08) 8252 9433.

## Northern Connect

The Northern Connect Program brings four key agencies together in a co-operative venture to ensure that clients are offered a holistic service uniquely tailored to their specific needs. Northern Health Network will work with General Practitioners, DASSA, Uniting Communities and Life without Barriers to provide services to clients who have been identified as having both a mental health problem and a alcohol or drug problem.

This free service provides psychological support to address both mental illness and the drug and alcohol problems, as well as care coordination to ensure that the individual's needs are addressed by the most appropriate services in the community.

## headspace Edinburgh North

headspace Edinburgh North is a free youth friendly mental health service for people aged 12-25 years. headspace Edinburgh North provides a holistic approach to supporting

young people through four core areas: mental health, physical (including sexual) health, alcohol and other drug services and employment services through our tailored headspace Employment Program. Offering 'wrap-around' services ensures any young person seeking support from headspace can have their needs met in a safe and supportive environment.

We also have a youth worker on board who specialises in supporting young people and their families from migrant and refugee backgrounds.

Additionally, our headspace Centre facilitates the work of IMPACT, a research program launched by Orygen, the National Centre of Excellence in Youth Mental Health. IMPACT aims to evaluate the feasibility and effectiveness of providing a physical activity intervention in addition to usual treatment for young people with mental illness.

Referrals to headspace can be made via a Community Referral Form (available on our website) from relevant community organisations such as schools. Visit [headspace.org.au/headspace-centres/edinburgh-north](https://headspace.org.au/headspace-centres/edinburgh-north) for more information.



## headspace Employment Support

The new headspace Employment Support program is 1 of 14 trial sites selected to provide vocational support to young people with a mental illness. The program utilises the Individual Placement and Support model of employment support, integrating Employment Specialists with mental health clinicians to ensure clients receive coordinated support within the one service. The focus of the program is on supporting clients to find and maintain competitive employment in a job consistent with individual preferences.

There are currently two Employment Specialists available to support headspace Edinburgh North clients with their vocational goals who have extensive experience in the employment sector in the Northern Adelaide region and are passionate about supporting people to gain employment.

## After Hours Services

The NHN provides mental health services Monday to Friday from 9am to 5pm. However by request we do also offer an after hours service.

Appointments are available on Thursday evenings and alternate Saturday mornings from our offices in Edinburgh North and our co-location site in Gawler:

- Northern Health Network, 2 Peachey Road, Edinburgh North
- Gawler Medical Centre, 2B Murray St, Gawler

Commencing soon, the NHN will offer after hours services from our premises in Port Adelaide.

# Other NHN Services

## > Closing the Gap

Under the 'Closing the Gap- Integrated Team Care Activity (ITC)' Program, the Northern Health Network (NHN) is funded by the Adelaide Primary Health Network to work towards improving access to culturally sensitive and appropriate primary healthcare services for Aboriginal and Torres Strait Islander communities in metropolitan Adelaide.

At the Northern Health Network, the ITC program is provided by a team of Aboriginal and Torres Strait Islander Outreach Workers and Care Coordinators. The team works in metropolitan Adelaide, Yorke and Mid North to assist Aboriginal and Torres Strait Islander people to obtain primary health care as required, link them with additional Indigenous services, provide care coordination services to those with chronic disease(s) who require coordinated, multidisciplinary care, and improve access to culturally appropriate mainstream primary care.

## > GP & Allied Health Professional Support

The NHN is the sole provider of Adelaide Primary Health Network funded Continuing Professional Development (CPD) Education and Training in the northern metropolitan region. The NHN holds accreditation registrations with both the Royal Australian College of General Practitioners and the Australian College of Rural and Remote Medicine, delivering over 100 education sessions and events for health professionals, staff and community members each year.

The NHN has a strong and long history of building and sustaining both workforce and community capacity. The NHN has developed a variety of Networks which bring together allied health professionals from general practices or medical specialists. The Practice Owners Network, Northern Nurse Network and Practice Managers Network act as a forum to build the capacity of general practices and medical specialists to learn about the changing face of the primary health sector, to share opportunities to improve the patient experience, to be inspired by a range of exciting speakers and to be a voice for change.

## > IT Services

The NHN has a specialist IT Team available to assist our broad range of customers to maintain and optimise the information technology they need to build value for their business.

Our services include hardware maintenance, software maintenance, server and workstation monitoring, accreditation, network services, IT training, over-the-phone assistance and after hours support. We offer customised, fixed price, per user monthly contracts on a Gold, Silver, Bronze and Adhoc plan. We currently have close to 100 clients.

Visit [www.northernhealth.net/IT-Support](http://www.northernhealth.net/IT-Support) for more information.

## > Becoming an NHN Member

The Northern Health Network is a membership-based organisation, and provides support to general practice and health professionals.

Our membership is open to GPs, practice managers and allied health professionals (including practice nurses). To become a member of the NHN, please visit [www.northernhealth.net/membership](http://www.northernhealth.net/membership) for membership features and application details.

## > Community Engagement

Community engagement is the process of getting people better connected within the community and ensuring the health services that the NHN designs and delivers align with the specific needs of our community. The NHN understands the value of community engagement and the role it plays in promoting better health outcomes for our community.

Responding to the local needs of the community, the NHN hosts a range of annual community forums, bringing together community members and health professionals to explore relevant and current health issues.

headspace Edinburgh North also delivers regular education sessions on mental health and services provided by headspace to students and the general community.

Additionally, the NHN hosts a number of Closing the Gap Day events annually across metropolitan Adelaide, Yorke Peninsula and Mid North.

# The Primary Care Sector

## > The Changing Face of Primary Health Care and the NHN

The Adelaide Northern Division of General Practice was created almost 23 years ago and now only exists as the legal entity of the NHN. Despite the Divisions evolving into Medicare Locals over five years ago and are now no longer in existence, many people still refer to the NHN as 'the Northern Division'!

Some do this out of affection for the 'old' Divisions but others because they can't keep up with the incredible change that has taken place in the primary health sector. Divisions and Medicare Locals had a similar mandate – to address the disconnect between general practice and other health providers, to address population health issues and to support the roll-out of national programs.

There used to be 14 Divisions in South Australia and these were replaced by 5 Medicare Locals in June 2012. Like all merged organisations, it took some time for Medicare Locals to work through the challenges of establishing new agencies. The main difference between Divisions and Medicare Locals was the requirement for Medicare Locals to have a broader membership than GPs. In July 2015, the Medicare Locals themselves were replaced with Primary Health Networks.

The fast paced change in the primary sector has resulted in many name changes, much anxiety about service continuity and concern about patient and client welfare. Throughout all of these changes the NHN has evolved from Division to Medicare Local and now as a service delivery partner of both PHNs.

Our model of consumer focussed, high quality and safe clinical and non-clinical therapy has remained consistent for over two decades. In the changing world of primary health care, the NHN remains the one constant.

Today the NHN is funded to provide psychological therapies and a range of other mental health interventions across the north and north-west Metro and Gawler Barossa regions.

## > What are Primary Health Networks (PHNs)?

Primary Health Networks (PHNs) were established on 1st July 2015 by the Australian Government. The purpose was to ensure an efficient and effective primary healthcare system by increasing effectiveness and efficiency of medical services for patients, particularly those at risk of poor health outcomes, and to improve coordination of care to ensure patients receive the right care in the right place at the right time.

PHNs have a mandate to work directly with general practitioners, other primary healthcare providers, secondary care providers and hospitals to facilitate improved outcomes for patients.

Key priorities of PHNs include mental health, Aboriginal and Torres Strait Islander health, population health, health workforce, eHealth and aged care.

## > PHN - NHN - LHN

There can be confusion caused by the similar acronyms of PHN, NHN and LHN.

PHNs (Primary Health Networks) commission a range of primary care services.

LHNs (Local Health Networks) provide public hospital services.

The NHN (Northern Health Network) is one of the many service delivery organisations contracted and funded by the PHNs to provide services to the community.



### Useful Information

To find out more about Primary Health Networks, visit their official website at <http://www.health.gov.au/internet/main/publishing.nsf/Content/PHN-Home>

## > Adelaide Primary Health Network

APHN is responsible for all of the Adelaide metropolitan region, from Sellicks Hill in the south to Angle Vale in the north and from the beaches in the west to the foothills on the east. It is dedicated to working with the community, as well as public and private stakeholders to identify, analyse and prioritise their primary health care needs.

Two major providers have been selected to deliver primary mental health services in APHN's region. The NHN has been selected to provide services in Adelaide's northern and central western regions. The southern and central eastern regions will be serviced by Links to Wellbeing.

APHN has also selected another 10 organisations that will provide specialist services, including treatment for children and Aboriginal and Torres Strait Islander community members.

These 10 specialist services include:

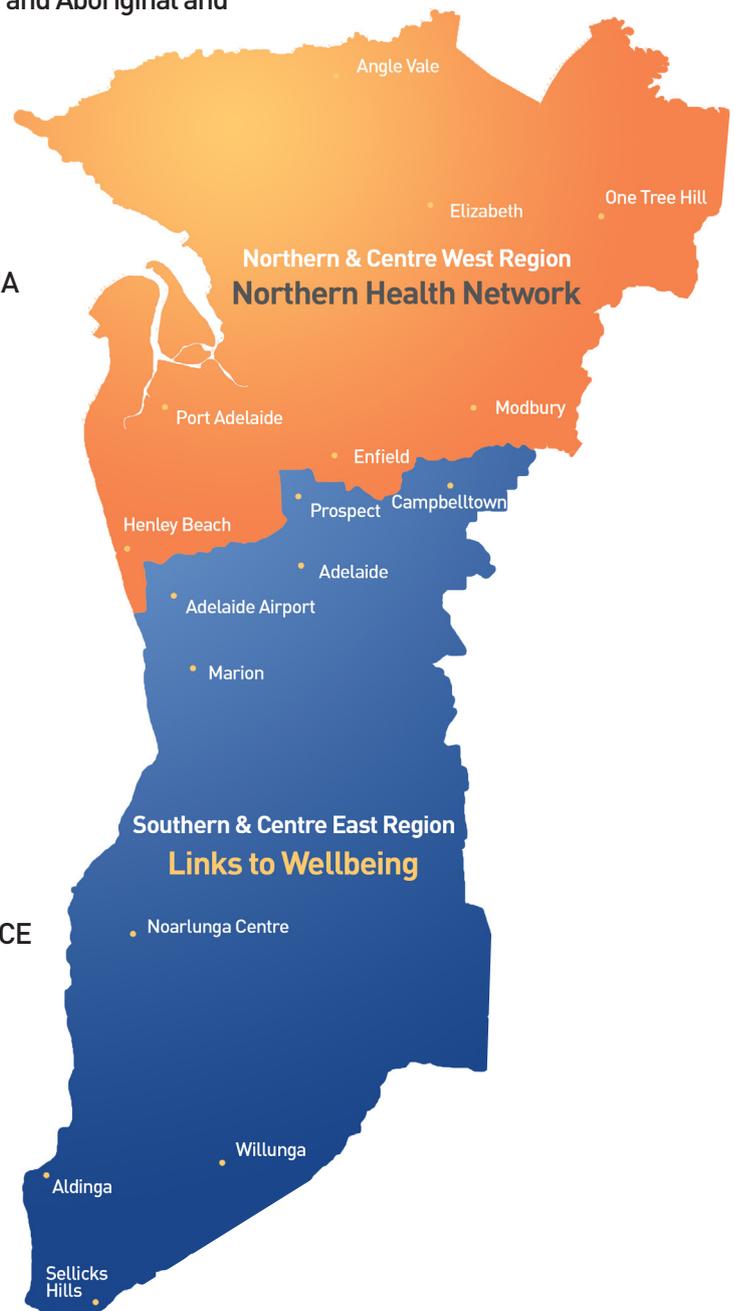
- NUNKUWARRIN YUNTI - Aboriginal Community Controlled Health Service
- ANGLICARE - Suicide Prevention & Postvention
- PERINATAL ANXIETY & DEPRESSION AUSTRALIA (PANDA) - Perinatal Support
- COMMUNITY ACCESS & SERVICES SOUTH AUSTRALIA (CASSA) - Culturally and Linguistically Diverse Care Coordination
- SHINE SA – Transgender and Gender Diverse Community Support
- PSYCHMED - Severe Mental Health and Suicide Prevention
- UNITING COMMUNITIES - Youth Comorbidity Support
- BRIAN BURDEKIN CLINIC - Homeless & Complex
- DEVELOPING MINDS - Child Mental Health Services
- SURVIVORS OF TORTURE & TRAUMA ASSISTANCE AND REHABILITATION SERVICE (STTARS) - Workforce Development

### Contact APHN

-  Level 1, 22 Henley Beach Road, Mile End SA 5031
-  (08) 8219 5900
-  enquiry@adelaidephn.com.au
-  adelaidephn.com.au

**phn**  
ADELAIDE

An Australian Government Initiative



**Adelaide PHN Region**

## > Country SA Primary Health Network

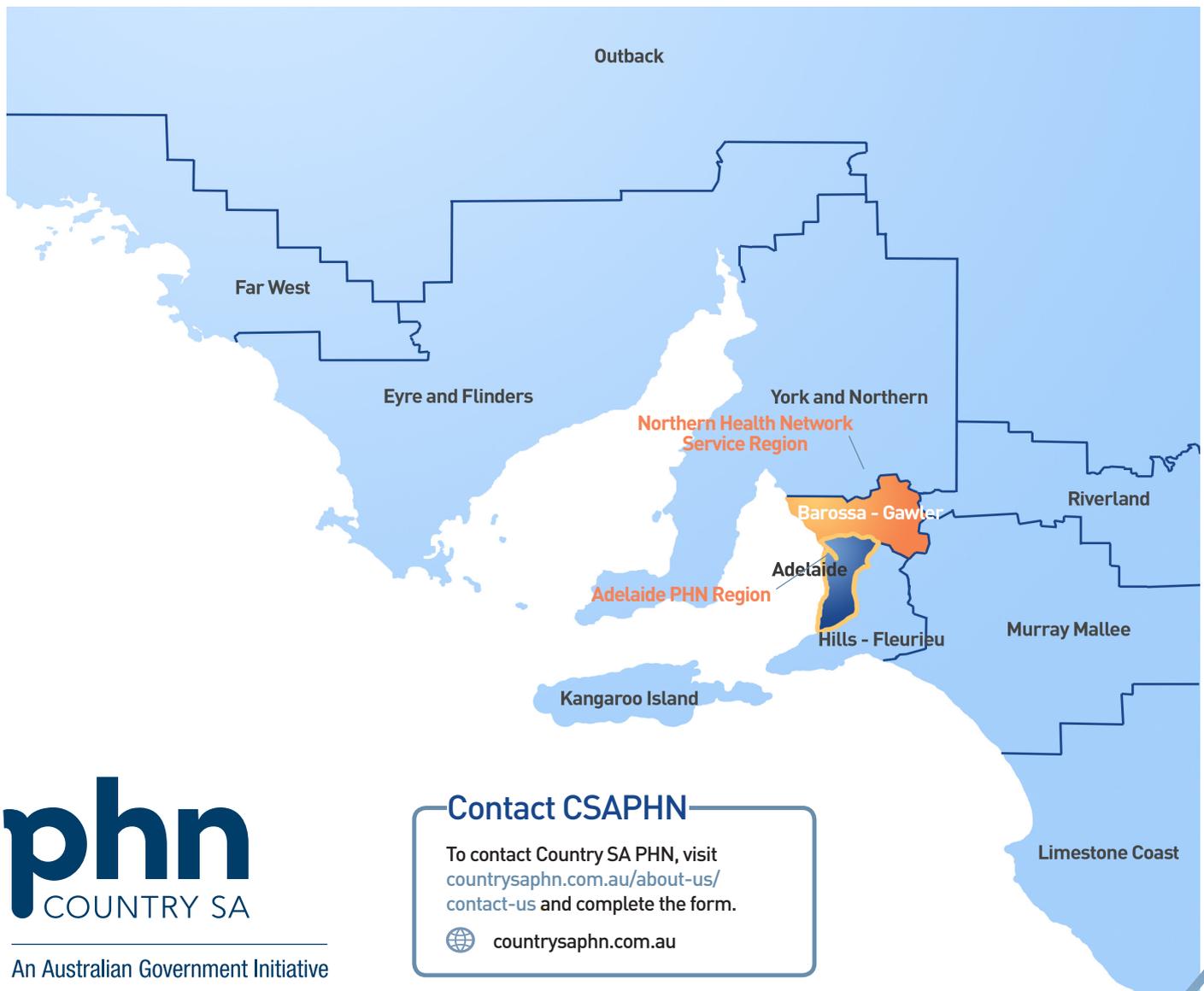
Country SA PHN is responsible for all of rural South Australia. Its service region covers 99.8% of the state geographically, incorporating approximately 30% of South Australia's total population. Its main operation is to bridge the gap of health inequity and access in rural South Australia by building a collaborative and responsive country SA healthcare system.

As part of Country SA PHN's objective to improve access to primary mental health services for rural South Australians, five preferred providers have been selected to deliver general mental health services to communities across the country region.

The successful organisations which were selected following a competitive tender process include:

- NORTHERN HEALTH NETWORK – providing services to Barossa and Gawler regions;
- COUNTRY AND OUTBACK HEALTH – providing services to Yorke and Northern, Eyre and Flinders, Far west and Outback regions;
- MURRAY MALLEE GENERAL PRACTICE NETWORK – providing services to Murray Mallee region;
- RIVERLAND DIVISION OF GENERAL PRACTICE – providing services to Riverland and Limestone coast regions; and
- SUMMIT HEALTH – providing services to the Adelaide Hills and Fleurieu, and Kangaroo Island regions.

### Country SA PHN Region



## Mental Health Emergency

The Northern Health Network is **not** an emergency service.

If an individual is experiencing a crisis or imminent life-threatening situation, contact one of the following services:

- **Emergency Services**  
(24 hours / 7 days)  
000
- **Child and Adolescent Mental Health Services (CAMHS) (9am - 5pm)**  
(08) 8252 0133 or (08) 7321 4500
- **Mental Health Triage Service**  
(24 hours / 7 days)  
13 14 65
- **Kids Helpline**  
1800 551 800
- **Lifeline 24 Hour Crisis Counselling**  
13 11 14 or visit [www.lifeline.org.au](http://www.lifeline.org.au)
- **Suicide Call Back Service**  
(24 hours / 7 days)  
1300 659 467

## Contact Us

- 📍 2 Peachey Road  
Edinburgh North SA 5113
- ✉ PO Box 421, Elizabeth SA 5112
- ☎ (08) 8209 0700
- 🖨 Northern Health Network  
(08) 8252 9433
- 🖨 PHN Central Referral Service  
1300 580 249
- @ enquiry@northernhealth.net
- 🐦 @NHN\_SA
- 🌐 [www.northernhealth.net](http://www.northernhealth.net)

Scan to visit our website



We open Monday to Friday  
from 9am to 5pm