

## **Making a Referral to ESMHS**

All referrals to adult mental health services should be made by contacting **9366 8611** and asking for **Intake**. The role of Intake is to triage referrals to:

- Provide information and advice to the referrer
- Ensure that the referral is made to the most appropriate service
- Assess the urgency of a particular situation to ensure a timely response is provided.

For **non urgent or follow-up** requests the intake officer will request information about:

- The client's name, address and contact details
- Client information including age, language spoken and understood, relevant social and cultural details etc.
- Treatments and medications currently prescribed for the client
- The reason for referral, i.e. what service you anticipate ESMHS may be able to provide.

For **urgent referrals** the intake officer will also require details about:

- The presenting problem / issue
- How long has this been a problem
- What you are most concerned about and why
- Whether this problem has arisen before, and if so what happened on that occasion
- Whether the client has tried to harm him or herself before
- Whether the client is intoxicated, if there are any drug and alcohol issues and if so, what substances does the client use
- Whether the client is alone or with someone at this time
- Whether there is a history of violence or aggression
- Whether the client has access to a weapon, either with them or at home?

This will allow the intake officer to prioritise referrals appropriately.

### **Responding to Urgent Referrals**

The Acute Care Team will discuss the most appropriate and safest course of action with the referrer. This may include:

- Advice on what to do until the team arrives
- Other services which may also be able to assist.

### **Referring Case Managed Clients**

When a client already has a case manager, the case manager should be the first point of contact. After hours the Acute Care Team should be contacted through Intake (see above).

### **Involving Police**

The ESMHS may invoke the Mental Health Act when risk is assessed due to mental illness, however staff do not have authority to take actions usually undertaken by police in the community. This remains the jurisdiction of the police.

If the client referred is aggressive, violent or has a history of aggression and violence, ESMHS will carry out an assessment accompanied by the police. This is necessary to ensure the safety of staff, the client and others.

The police are experienced in dealing with situations where people with mental health issues are involved and have authority to take someone to hospital for assessment under the Mental Health Act if they feel a mental health assessment is necessary. This does not mean that the person has been arrested or will be charged, however if a crime has been committed it is up to the police to determine whether charges will be laid.

## **USEFUL PHONE NUMBERS**

### **Eastern Suburbs Adult Mental Health Intake** **9366 8611**

### **Eastern Suburbs Mental Health Service**

Intake / Acute Care Team	9366 8611
Child Services (0-12 years)	9382 8213
Adolescent Services (12-18)	9382 4347
Psychiatry of Old Age	9382 3763
Neuropsychiatry	9382 3763
Consultation Liaison	9382 3763
Mood Disorders Unit	9382 3710
MH Rehabilitation Unit	9382 4238
Consumer Support Network	9366 8611
Bondi Junction Centre	9366 8611
Maroubra Centre	9366 8711

### **Drug and Alcohol Services**

Langton Centre	9332 8777
Waverly D&A Service	9387 6788
Jarrah House	9661 6555
Tedd Neff's Foundation	1800 151 045
Gorman House	9361 8080
Odyssey House	9283 8533

### **Gambling**

GAME (St Vincent de Paul)	9331 3910
Wesley Mission	9951 5577
Gam Anon	9564 1574
William Booth	9212 2322

### **Support Groups**

ARAFMI	9399 9889 / 9130 5156
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### **Schizophrenia**

Schizophrenia Fellowship	9879 2600
Mental Health Information	9816 5688
GROW	9569 5566
SANE	1800 688 382

### **Non-English Speaking Background**

Interpreter Service	9515 9500
Telephone Interpreter	131 450

## **Aged Care Services**

Aged Care Assessment Team (ACAT)	
(Randwick / Botany)	9382 8000
(Waverly)	9389 0928
Community Options	9365 6722

## **Sexual Assault Services**

Rape Crisis Centre	9819 6565
RPA Sexual Assault Service	9515 6111
Dymphna House	9797 6733
Stepping Out	9550 9398

## **Counselling Services**

Wesley Mission	9951 5577
Anglicare	9895 8000
Bereavement Care Centre	1300 654 556
Jewish Welfare	9302 8019
Lifeline	9951 5577
Mission Australia	9217 1012
POWH Counselling Service	9382 8060
Relationships Australia	
Bondi	9387 4211
Edgecliff	9418 8800
Suicide Prevention	9271 1788
Selah	9360 3232
Survivors after Suicide	9419 6895
Unifam	9261 4877
Homeless Persons	9265 9081
Victims of Crime	9374 3000
Witness Assistance Program	9285 8445

## **Child Protection**

DoCS Helpline	132 111
Child Protection Unit (SCH)	9382 1412
Child Protection Counselling	
(Eastern Sydney)	9382 1412
Child Protection Education	9382 4881

## **Mental Health Intake Statewide Access**

1300 300 180 (24hrs)