

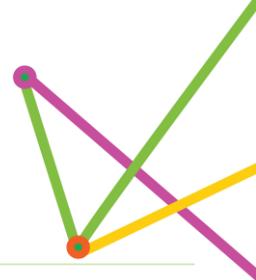
WA Primary Health Alliance Commissioned Services SOUTH WEST REGION 2025-2026

These services are funded by WA Primary Health Alliance under the Australian Government's PHN Program



MENTAL HEALTH SERVICES

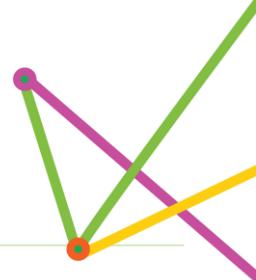
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| Service Program Provider | Integrated Primary Mental Health Care Oseca Health |
| Service Delivery Area | South West Region |
| Eligibility Criteria | <p>People aged 16 years and over with, or at risk of, mental health conditions who are unable to equitably access MBS treatments (at no cost) and who can be safely managed in the primary care setting. Also, must:</p> <ul style="list-style-type: none"> • Hold a current health care/ pension card or are experiencing financial hardship. • Not currently be in an urgent or emergency mental health crisis. |
| Description | <p>Provides support for individuals with mild to moderate mental health concerns including low intensity evidence-based interventions (aged 18+ years) and psychological therapies (aged 16+ years) via face-to-face and telehealth sessions. Clinical Mental Health Care Coordination can also be provided to support GPs in the management of individuals with severe mental health conditions within primary care.</p> |
| Contact Details | <p>P: 1300 680 431 E: swprograms@oseca.com.au W: https://oseca.com.au/about-us-2/mental-health-services-sw/ GP Referral Form: PRO-MH-FRM-602.12 (Referral Form - Mental Health Service)</p> |



MENTAL HEALTH SERVICES

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| Service Program Provider | headspace Bunbury Centre, Busselton & Margaret River Satellites Relationships Australia WA |
| Service Delivery Area | Bunbury, Busselton & Margaret River |
| Eligibility Criteria | Young people aged 12-25 years who are a) at risk of developing mental health, physical health, and/or drug and alcohol problems; or b) showing early signs of mental health, physical health, and/or drug and alcohol problems. |
| Description | Ensuring young people (12–25-year-olds) can access expert health workers in a safe, confidential and youth-friendly environment. headspace can help young people with mental health, physical health (including sexual health), alcohol and other drug services, and work and study support. |
| Contact Details | Bunbury – 14 Strickland St Bunbury P: 6164 0680 E: info@headspacebunbury.org.au Busselton – 7 Harris Rd Busselton P: 6164 0680 E: busselton@headspacebunbury.org.au Margaret River – 36 Station St Margaret River P: 6164 0680 E: margaretriver@headspacebunbury.org.au |

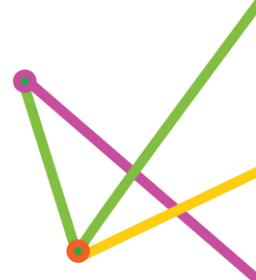
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| Service Program Provider | Psychological Therapy Services into RACFs – Amity Health |
| Service Delivery Area | South West Region |
| Eligibility Criteria | Resident of Aged Care Facility (RACF) with a diagnosed mild to moderate mental illness (excluding dementia and severe, persistent and complex mental illness) GP or RACF clinician referral required. |
| Description | For residents of aged care facilities with a diagnosed mental illness, or at risk of developing a mental illness. Provides psychological therapy and low intensity services delivered by qualified mental health staff, either face-to-face or by telehealth. |
| Contact Details | P: (08) 9842 2797 E: query@amityhealth.com.au W: https://www.amityhealth.com.au/counselling-mental-health#mental-health-counselling-residential-aged-care |



MENTAL HEALTH SERVICES

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| Service Program Provider | Mental Health and Alcohol and Other Drug (AOD) Service South West Aboriginal Medical Service |
| Service Delivery Area | Bunbury, Busselton, Collie |
| Eligibility Criteria | No age limit. For Aboriginal and Torres Strait Islander people who are experiencing mental health issues and/ or AOD issues. |
| Description | The Integrated Aboriginal Mental Health and Alcohol and Other Drug (AOD) program provides a coordinated system of evidence-based, culturally appropriate and safe mental health and AOD care to address the needs of Aboriginal people in the Southwest of WA. The service links in with General Practitioners, specialist drug and alcohol and mental health services, suicide prevention, social and emotional wellbeing services and mainstream services. |
| Contact Details | Unit 5, 55 Forrest Avenue, Bunbury P: 08 9726 6000 E: mentalhealth@swams.com.au |

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| Service Program Provider | South West Aboriginal Mental Health Suicide Prevention Service South West Aboriginal Medical Service |
| Service Delivery Area | Bunbury, Busselton, Collie |
| Eligibility Criteria | No age limit. Aboriginal or Torres Strait Islander and a client of SWAMS who is: a) at risk of suicide or has been identified as someone who has had a recent suicide attempt or self harm; b) or a family and community member supporting a person at risk of suicide, or who has recently attempted suicide; and may or may not have co-occurring mental health and/or alcohol and other drug issues. |
| Description | The South West Aboriginal Suicide Prevention Service is an evidence-based, holistic, culturally appropriate and safe, suicide prevention treatment service for Aboriginal and Torres Strait Islander people at risk of suicide in the South West Region. The service is provided by suitably skilled staff via face-to-face, telephone and virtual modalities. |
| Contact Details | Unit 5, 55 Forrest Avenue, Bunbury P: 08 9726 6000 E: mentalhealth@swams.com.au |

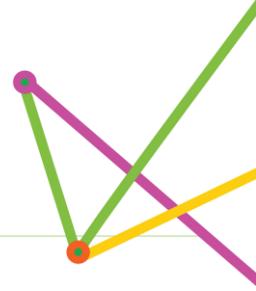


MENTAL HEALTH SERVICES

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| Service Program Provider | Mental Health Youth Severe WA Country Health Service - South West |
| Service Delivery Area | Lower South West - Augusta, Busselton, Dunsborough, Margaret River |
| Eligibility Criteria | Young people aged 16-24 years with, or at risk of severe mental illness in the lower South West. |
| Description | Health professionals or allied health professions/ multidisciplinary teams provide recovery-focused mental health support and treatment face-to-face and via telephone for 16 – 24 year olds experiencing moderate to severe mental health issues. |
| Contact Details | Busselton Health Campus, Mill Road, Busselton P: 9753 6500 |



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| Service Program Provider | Mental Health Primary Care Coordination Duchess Medical Practice |
| Service Delivery Area | Busselton |
| Eligibility Criteria | The person must be a client of Duchess Medical Practice and (a) Be experiencing mental illness significantly impacting their social, personal and work life (b) Must have previously been hospitalised at least once for treatment of their mental disorder, or they are at risk of needing hospitalisation in the future if appropriate treatment and care is not provided; (c) Is expected to need ongoing treatment and management of their mental disorder over the next 2 years; and (d) Given permission to receive treatment from a Coordinator. |
| Description | A Mental Health Care Coordinator works with to provide coordinated clinical care for people with complex mental illness. This care will be delivered in line with a GP Mental Health Treatment Plan or equivalent (Plan), developed by the GP or psychiatrist. |
| Contact Details | 69 Duchess St Busselton P: 08 9752 4122 |

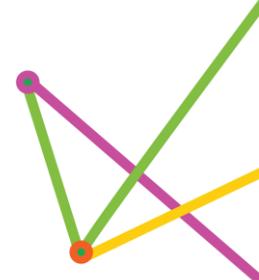


MENTAL HEALTH SERVICES

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| Service Program Provider | Psychosocial Support Services Program Lamp Inc. |
| Service Delivery Area | Busselton & Margaret River |
| Eligibility Criteria | (a) Have a severe mental illness (b) Have a reduced psychosocial functional capacity as a result (c) Not been a client of PIR, PHaMS or D2DL as at 30 June 2019 (d) Not more appropriately supported through NDIS (e) Aged 18 – 65 years (f) Resides in service area (g) Not be restricted in their ability to fully and actively participate in the community because of their residential settings (e.g. psychiatric facility) |
| Description | A peer support program that provides non-clinical supports using a recovery and strengths-based framework. Services focus on building capacity, connections and links to clinical services to support a team approach to meet client needs and form part of a multiagency care plan. |
| Contact Details | P: 08 9754 1834 W: https://www.lampinc.org.au/services |

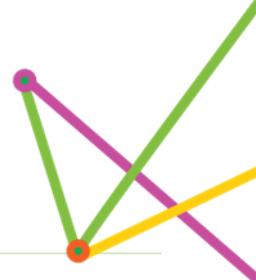
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| Service Program Provider | Psychosocial Support Services Program Chorus |
| Service Delivery Area | Augusta, Bunbury, Busselton, Capel, Collie, Donnybrook, Harvey & Margaret River |
| Eligibility Criteria | (a) Have a severe mental illness; (b) Have a reduced psychosocial functional capacity as a result; (c) Not more appropriately supported through NDIS; (d) Aged 18 – 65 years; (e) Not be restricted in their ability to fully and actively participate in the community because of their residential settings (e.g. psychiatric facility). |
| Description | A peer support program providing appropriate non-clinical supports within a recovery and strengths-based framework. Services focus on building capacity, connections and links to clinical services to support a team approach to meet client needs and form part of a multiagency care plan. |
| Contact Details | P: 1800 264 268 E: AccessEnablersTeam@chorus.org.au. W: https://chorus.org.au/mental-health/commonwealth-psychosocial-support/ |

MENTAL HEALTH SERVICES – TELEHEALTH



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| Service Program Provider | Mindspot GP Macquarie University Health |
| Service Delivery Area | Statewide |
| Eligibility Criteria | <p>People aged 16 years and over who may benefit from short-term, low intensity Cognitive Behaviour Therapy (iCBT) delivered online or via telephone with therapist guided courses. To be eligible, MindSpot GP patients must be:</p> <ul style="list-style-type: none"> (a) experiencing mild- moderate anxiety, depression, chronic pain, insomnia, distress secondary to a chronic health condition, or substance use concerns (b) experiencing financial or geographic hardship and unable to afford or access an alternate provider (c) referred by a GP or IPMHC Provider (no Mental Health Treatment Plan is required) (d) Not in crisis or requiring urgent assistance (e) GPs can refer via their Best Practice or Medical Director Software (supplied templates) or using our webform located at https://www.mindspot.org.au/mindspot-gp/ |
| Description | Free, evidence-based assessment and treatment available online and by telephone to residents of WA aged 16+ to help manage mild-moderate anxiety, depression and substance concerns. Once successfully referred by GP/other service, individuals can access online features 24/7, with registered mental health professionals support available MindSpot GP program does not provide an emergency or instant response service. |
| Contact Details | <p>Available Monday – Friday 9am – 5pm P: 1800 614 434 GP Referral Form: https://hp.app.mindspot.org.au/#/refer-external</p> |
| Service Program Provider | Medicare Mental Health Assessment and Referral Phone Service Amplar Health |
| Service Delivery Area | Statewide |
| Eligibility Criteria | All ages – for mental health assessment & referral Self referral or clinician referral |
| Description | Provides state-wide access to telephone-based assessment and referral to match people to services to meet their mental health needs. The service undertakes a standardised assessment to identify an individual’s required level of care and facilitates referral to an appropriate community-based and/or digital mental health service. |
| Contact Details | <p>Monday – Friday 8:30am - 5:00pm (including Public Holidays) P: 1800 595 212</p> |

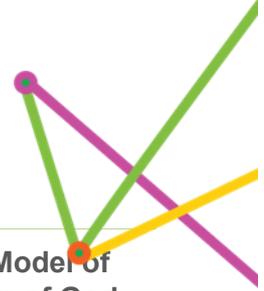
MENTAL HEALTH SERVICES – TELEHEALTH



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| Service Program Provider | Peer Pathways Consumers of Mental Health WA (CoMHWA) |
| Service Delivery Area | Statewide |
| Eligibility Criteria | Individuals with lived or living experience of mental health challenges, or experience caring for someone with those challenges. |
| Description | A free, confidential, state-wide helpline for all West Australians with mental health challenges to find the supports needed to promote mental and physical wellbeing. The Peer Pathways project aims to bridge these gaps and provide information, assistance and service navigation support. The program will deliver tailored, holistic, person-centred support to all callers. |
| Contact Details | Monday to Friday 9 am to 5 pm (excluding public holidays) P: 08 9477 2809 W: https://peerpathways.org.au/ |

ALCOHOL & OTHER DRUGS SERVICES

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| Service Program Provider | South West Substance Service South West Aboriginal Medical Service |
| Service Delivery Area | Greater Bunbury |
| Eligibility Criteria | <p>Target Groups:</p> <ul style="list-style-type: none">• People with co-occurring conditions (e.g. Mental health, physical health, chronic pain)• Aboriginal people <p>Must be</p> <ol style="list-style-type: none">a) Engaged with or seeking care via a GP; andb) At risk of, or experiencing harm from AOD use; ORc) A family member or significant others affected by someone else's AOD use. |
| Description | Provides a drug and alcohol treatment and relapse prevention service via individual and group counselling to people who are 12 years old and over with substance use issues, including support to family members. Can also provide prevention activities for people under 12 years. The service is provided by qualified AOD counsellors and/ or mental health workers. |
| Contact Details | Unit 5, 55 Forrest Avenue, Bunbury WA P: 08 9726 6000 E: mentalhealth@swams.com.au W: General Practice » Ngangganawili Aboriginal Health Service |



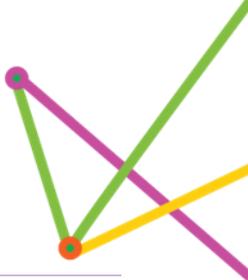
ALCOHOL & OTHER DRUGS SERVICES

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| Service Program Provider | Mental Health and Alcohol & Other Drug (AOD) Co-occurring Model of Care South West Community Alcohol & Drug Service, St John of God Social Outreach |
| Service Delivery Area | Warren Blackwood Area (Shires of Boyup Brook, Bridgetown-Greenbushes, Manjimup & Nannup) |
| Eligibility Criteria | The person must be: (a) at risk of or experiencing harm from AOD use; or (b) a family member and/or significant others affected by someone else's AOD use. |
| Description | Provides brief intervention and support to people in the Warren Blackwood region who are experiencing co-occurring mental health and low to moderate alcohol and other drug use issues. |
| Contact Details | P: 08 9729 6700 E: admin.swcads@sjog.org.au |

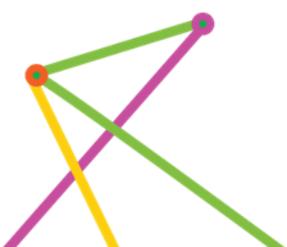
CHRONIC DISEASE SERVICES

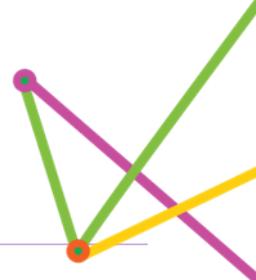
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| Service Program Provider | Integrated Team Care South West Aboriginal Medical Service |
| Service Delivery Area | South West Region |
| Eligibility Criteria | Aboriginal and Torres Strait Islander people who: (a) are enrolled for chronic condition management in a general practice or an Aboriginal Community Controlled Health Service (b) have a GP Management Plan (within 3 months of referral) and (c) be referred by their GP (d) Require care coordination support to manage their chronic condition, associated healthcare needs and improve capacity for ongoing self-management. |
| Description | Assists Aboriginal and Torres Strait Islander people to obtain primary health care as required. Provides care coordination services to eligible Aboriginal and Torres Strait Islander people with chronic disease/s who require coordinated, multidisciplinary care, and improve access to culturally appropriate mainstream primary care. |
| Contact Details | 51-55 Forrest Ave Bunbury 1 Pratt Rd Eaton 72 Steere St Collie 19 Brockman St Manjimup 88 Duchess St Busselton P: 1800 779 000 E: ITC@swams.com.au W: https://www.swams.com.au/service/chronic-disease/ |

CHRONIC DISEASE SERVICES



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| Service Program Provider | Integrated Chronic Disease Care Oseca Health |
| Service Delivery Area | Augusta, Margaret River, Nannup, Bridgetown, Boyup Brook, Bunbury, Busselton, Manjimup, Pemberton, Collie, Harvey. |
| Eligibility Criteria | <ul style="list-style-type: none">a) aged 16 years or over(b) Referred to the Service by a General Practitioner, Nurse Practitioner or Remote Area Nurse, <u>with provision of a GP Management Plan</u> for their chronic condition prior to enrolment in the service(c) Diagnosis of at least one of the below priority chronic conditions:<ul style="list-style-type: none">(i) Cardiovascular condition such as chronic heart failure (CHF)(ii) Respiratory condition such as Chronic Obstructive Pulmonary Disease (COPD)(iii) Diabetes - Type I Diabetes; or Type II Diabetes; or Latent Autoimmune Diabetes in Adults (LADA); or Maturity Onset Diabetes of the Young (MODY)(iv) Morbid Obesity (BMI 40+)(d) Require care coordination support to manage their chronic condition associated healthcare needs and improve capacity for ongoing self-management. |
| Description | Clinical Care Coordination, Diabetes Education, Exercise Physiotherapy and Dietetics services for socio-economically disadvantaged people with diabetes, chronic respiratory or chronic cardiac conditions, or morbid obesity. Aims to improve self-management and health outcomes via client driven assessment, goal setting, health education, skill development, linkage with community supports. Provided by health professionals in a clinic setting. |
| Contact Details | P: 1300 680 431 E: swprograms@oseca.com.au |

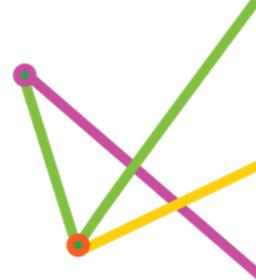




CHRONIC DISEASE SERVICES - TELEHEALTH

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| Service Program Provider | Health Navigator Silver Chain |
| Service Delivery Area | South West, Great Southern and Wheatbelt Regions of WA |
| Eligibility Criteria | (a) Adults aged 18+ years (b) Living in South West, Great Southern or Wheatbelt Regions of WA (c) Diagnosed, or at risk of, chronic disease and requires additional support. |
| Description | <p>The Health Navigator service supports development of self-management skills of people living with chronic conditions. It is a telehealth service which utilises the evidence-based Flinders Chronic Condition self-management support program and offers individualised goal setting, phone coaching and health system navigation.</p> <p>Health Navigator aims to work in partnership with other health care providers including GP's, allied health and community services to address individual needs while reducing duplication and enabling timely access to required services.</p> |
| Contact Details | P: 1300 650 803 E: SCReferrals@silverchain.org.au |

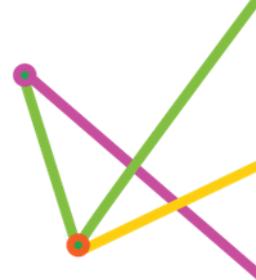
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| Service Program Provider | Telehealth for Country WA Diabetes WA |
| Service Delivery Area | Regional WA |
| Eligibility Criteria | <ul style="list-style-type: none">• Diagnosed with Type 1, Type 2 or gestational Diabetes• Aged over 16 years• Living in regional WA• No wrong door for referrals. |
| Description | <p>A free telehealth service for people living in regional WA with diabetes. The service provides clinical education and support via all forms of telehealth including videoconferencing and phone calls with a credentialed diabetes educator.</p> <p>Referrals can be made by health professionals or by self-referral. The service is funded outside of Medicare, so appointments do not count towards the five allied health visits accessed through a GP Management Plan and Team Care Arrangement</p> |
| Contact Details | 8.30 am – 4 pm Monday to Friday; after-hours appointments offered. P: 08 9436 6241 E: telehealth@diabeteswa.org.au |



CHRONIC DISEASE SERVICES - TELEHEALTH

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| Service Program Provider | Asthma & Chronic Obstructive Pulmonary Disease Telehealth Service Respiratory Care WA |
| Service Delivery Area | Regional WA |
| Eligibility Criteria | (a) All ages (b) Self-referral okay (c) Must be living in regional WA (d) Must be diagnosed with, or at risk of developing asthma or Chronic Obstructive Pulmonary Disease (COPD) (e) Must be an Australian resident OR A health professional who provides service in regional WA |
| Description | A free telehealth service for people living in regional WA with asthma or Chronic Obstructive Pulmonary Disease (COPD), providing clinical support and education for both individuals and health professionals. People diagnosed with Asthma or COPD can refer themselves for free telehealth sessions with a respiratory health nurse or educator for support to manage their condition. |
| Contact Details | P: 1800 278 462 E: telehealth@respiratorycarewa.org.au W: https://respiratorycarewa.org.au/ |

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| Service Program Provider | Diabetes Connect for Country WA Diabetes WA |
| Service Delivery Area | Regional WA |
| Eligibility Criteria | A service for GPs, GP registrars (including Aboriginal Community Controlled Health Services) in regional WA. |
| Description | A free telephone support service (also provides virtual multidisciplinary t case conferencing opportunities) for GPs in regional WA to access timely specialist advice across all diabetes types, including diabetes in pregnancy. The Diabetes Connect team includes a Consultant Endocrinologist, Credentialed Diabetes Educators and an Aboriginal Health Practitioner. |
| Contact Details | 8.30 am – 4.30 pm Monday to Friday(excluding public holidays) with Endocrinologist available for 4 x 4-hours sessions per week. E: diabetesconnect@diabeteswa.org.au P: 9436 6270 W: https://www.diabeteswa.com.au/diabetes-connect/ (booking times can be made here) |



Medicare Urgent Care Clinic

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| Service Program Provider | Medicare GP Urgent Care Clinic Bunbury The Health Hub at Eaton Fair |
| Service Delivery Area | Greater Bunbury |
| Eligibility Criteria | All ages. Self-referral walk-ins. Medicare Urgent Care Centres provide acute episodic care and treatment that does not require a hospital admission. This may include: Minor infections, minor fractures, sprains, sports injuries and neck and back pain, urinary tract infections (UTIs), sexually transmitted infections (STIs), minor cuts, insect bites and rashes, minor eye and ear problems, respiratory illness, gastroenteritis, mild burns |
| Description | Urgent care provided at a general practice when medical attention is required for an illness or injury that can be managed without a trip to the emergency department but cannot wait for a regular appointment with a general practitioner (GP). Bulk-billing Medicare service. |
| Contact Details | Open for walk-ins from 8 am – 8 pm every day of the year P: 08 9785 6009 W: https://www.urgentcareclinicbunbury.com.au/ |

These services are funded by WA Primary Health Alliance under the Australian Government’s PHN Program

