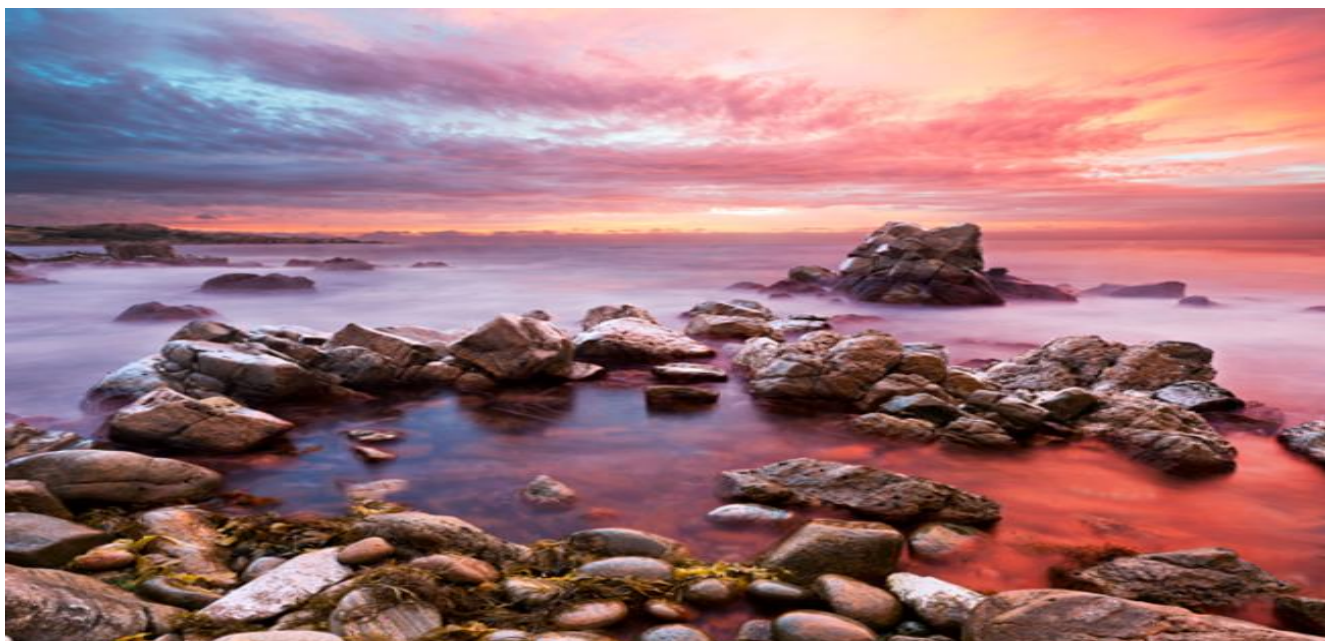


WA Primary Health Alliance Commissioned Services in the SOUTH WEST Region 2026-2027



These services are supported by funding from the Australian Government under the PHN Program and commissioned by WA Primary Health Alliance.

MENTAL HEALTH SERVICES

Service Program Provider	Manjimup headspace Centre Youth Focus
Service Delivery Area	Manjimup and outreach to Shires of Boyup Brook, Bridgetown-Greenbushes, Manjimup and Nannup.
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. Referrals from any source, including self-referrals.
Description	Ensuring young people (12–25-year-olds) can access 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. <i>[Primary care services only. Not suitable for acute / severe mental health issues.]</i>
Contact Details	81 - 83 Giblett Street, Manjimup, Western Australia 6258 P: 08 9721 1802 E: hello@manjimupheadspace.com.au W: https://headspace.org.au/headspace-centres/manjimup/

Service Program Provider	Bunbury headspace Centre; Busselton & Margaret River Satellites Relationships Australia WA
Service Delivery Area	Greater 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. Referrals from any source, including self-referrals.
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. <i>[Primary care services only. Not suitable for acute / severe mental health issues.]</i>
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

Service Program Provider	Psychological Therapy Services into RACFs Amity Health
Service Delivery Area	South West Region
Eligibility Criteria	Resident of Residential Aged Care Facility (RACF) with diagnosed mild to moderate mental illness (excluding dementia and severe persistent and complex mental illness). Must be referred by resident's GP: Referral Form
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: www.amityhealth.com.au GP Referral Form: https://static1.squarespace.com/static/652dc7b1ff26da0d51e74bae/t/67c7a85cff8d4501ef55ebf4/1783580393142/RACH+Referral+Form+K10%2B+4.3.25.pdf

Service Program Provider	Integrated Primary Mental Health Care Oseca Health
Service Delivery Area	South West Region
Eligibility Criteria	People with, or at risk of, mental health conditions who are unable to equitably access MBS treatments (at no cost) and who can be <u>safely managed in the primary care setting</u>. Also, must: • Hold a current health care/ pension card or are experiencing financial hardship. • Not currently be in an urgent or emergency mental health crisis. • Aged 16 years or over (18+ years for Low Intensity Psychological Interventions). • Be referred by a GP as part of a Mental Health Care Plan NB: Clinical Care Coordination Service is available for management of individuals with severe mental health conditions in primary care.
Description	Provides support for individuals with <i>mild to moderate</i> 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 <i>severe</i> mental health conditions within primary care.
Contact Details	P: 1300 680 431 E: swprograms@oseca.com.au GP Referral Form

Service Program Provider	Clinical Care Coordination for People on Clozapine Oseca Health
Service Delivery Area	Collie, Busselton, Greater Bunbury General Practices
Eligibility Criteria	People aged 17+ diagnosed with schizophrenia, schizo-affective disorder, bipolar disorder, or major depressive disorder, who are <u>receiving Clozapine and managed by a GP in the service delivery area</u>. Patients must be suitable for primary care services (not severe/ acute) and have co-morbidities or significant psychosocial impairment. Some diagnoses (e.g., ASD, ADHD, eating disorders, personality disorders, dementia) are excluded.
Description	A Registered Mental Health Nurse collaborates with the GP to provide coordinated clinical support, ensuring treatment is safe, monitoring requirements are met and care is well organised between primary care, mental health services and other providers. Supports people from initiation through ongoing treatment in the community.
Contact Details	P: 1300 680 431 E: swprograms@oseca.com.au W: www.oseca.com.au

Service Program Provider	Aftercare Services Program – South West Oseca Health
Service Delivery Area	Referrals from Bunbury Health Campus and Busselton Hospital only.
Eligibility Criteria	People aged 16+ years who are in the immediate post-discharge period from the named hospitals after surviving a suicide attempt or presentation in suicidal crisis.
Description	This 90-day interim service provides proactive services and utilises individualised support plans to provide: (1) Brief interim interventions, multidisciplinary psychosocial support, and coordinated case management, and (2) System navigation support, linkages, and/or management and facilitation, of outbound referrals to appropriate ongoing longer-term clinical, psychosocial, and/or primary care services as required.
Contact Details	P: 1300 680 431 E: swprograms@oseca.com.au

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 • Be experiencing mental illness significantly impacting their social, personal and work life. • Must have previously been hospitalised for treatment of their mental disorder or they are at risk of needing hospitalisation if appropriate care is not provided. • Is expected to need ongoing treatment and management of their mental disorder over the next 2 years.
Description	A Mental Health Nurse provides clinical care coordination as part of a GP Mental Health Care Plan developed by a GP or psychiatrist.
Contact Details	P: 08 97524122

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

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

Service Program Provider	Aftercare Services for Aboriginal People – South West South West Aboriginal Medical Service
Service Delivery Area	South West Region
Eligibility Criteria	Aboriginal and Torres Strait Islander people aged 15+ years who are experiencing suicidal ideation, including those who have survived a suicide attempt or are at imminent risk. Includes support for their families/ carers. Referrals from any source (e.g. self-referral, hospitals, GPs, external agencies, and family/carers).
Description	Provides responsive, culturally appropriate and evidence-informed support for 12 weeks with transition to longer term services as needed. Support includes safety planning, counselling, peer-based mentoring and advocacy, coordination of wrap-around services and mental health services. Includes support and education to families and carers of people at risk of suicide, and bereavement support to those that are bereaved by suicide.
Contact Details	Unit 5, 55 Forrest Avenue, Bunbury P: 08 9726 6000 or 1800 779 000 E: aftercare@swams.com.au

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

Service Program Provider	Psychosocial Support Services (CPS) Program Lamp Inc.
Service Delivery Area	South West Region – sites in Busselton, Margaret River, Bridgetown.
Eligibility Criteria	(a) Have a severe mental illness; (b) Have a reduced psychosocial functional capacity as a result; (c) Not be receiving state or federally funded psychosocial services such as NDIS; (d) Aged 18 – 65 years; (e) Resides in service area; (f) 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 Online referrals: https://lampinc.org.au/referrals/ W: https://www.lampinc.org.au/services
Service Program Provider	Psychosocial Support Services (CPS) 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 be receiving state or federally funded psychosocial services such as 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/

Service Program Provider	Psychosocial Support Services (CPS) Program GROW.
Service Delivery Area	Bunbury, Brunswick & Collie
Eligibility Criteria	(a) Have a severe mental illness; (b) Have a reduced psychosocial functional capacity as a result; (c) Not be receiving state or federally funded psychosocial support services like NDIS; (d) Aged 11-18 years for school-based group supports or aged 18 – 65 years for individualised support; (e) Resides in service area; (f) 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:1800 558 268 E: WA@grow.org.au W: https://grow.org.au/grow-reconnect-wa-only/



Service Program	Medicare Mental Health (MMH) Assessment and Referral Phone Service Medicare Mental Health Check-in
Service Delivery Area	Nation-wide
Eligibility Criteria	MMH Phone Service All ages – for mental health assessment & referral. Self referral or clinician referral. MMH Check-in Service Accessible via the phone service without a diagnosis or referral from a GP. The service is for people who are: • Aged 16 + years • Feeling down, stressed or overwhelmed • Seeking low-intensity mental health support <i>Low Intensity Cognitive Behaviour Therapy has been shown to be effective for people presenting with mild to moderate depression and anxiety symptoms.</i>
Description	The MMH Phone Service provides 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. Where appropriate, this service can also refer people to Medicare Mental Health Check In. This online service offers early support, before mental health challenges escalate, through evidence-based, low-intensity Cognitive Behavioural Therapy. People can choose between working through the online tools on their own or with the support of a qualified mental health practitioner via telehealth. Guided support is delivered over several sessions. Each program takes around 6 weeks to complete.
Contact Details	Monday – Friday 8:30am - 5:00pm (including Public Holidays) P: 1800 595 212 GPs and non-GP referrers can submit an e-referral

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, with a focus on supporting those eligible for the Commonwealth Psychosocial Support Program Australian Government Department of Health, Disability and Ageing .
Description	A free, confidential, helpline service that provides information, assistance and service navigation support. CoMHWA's Peer Pathways program supports people navigate and find the right provider and supports, with a focus on strengthening pathways into and out of the Commonwealth Psychosocial Support (CPS) Program. <i>(See local providers of CPS page 7.)</i>
Contact Details	Monday to Friday 9 am to 5 pm (excluding public holidays) P: 08 9477 2809 W: www.peerpathways.org.au

ALCOHOL & OTHER DRUGS SERVICES

Service Program Provider	South West Substance Service South West Aboriginal Medical Service
Service Delivery Area	Greater Bunbury
Eligibility Criteria	Target Groups: • People with co-occurring conditions (e.g. Mental health, physical health, chronic pain) • Aboriginal people Must be a) Engaged with or seeking care via a GP; and b) At risk of, or experiencing harm from AOD use; OR c) 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

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

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/

Service Program Provider	Integrated Chronic Disease Care Oseca Health
Service Delivery Area	Augusta, Boyup Brook, Bridgetown, Bunbury, Busselton, Collie, Harvey, Manjimup, Margaret River, Nannup, Pemberton.
Eligibility Criteria	(a) Aged 16 years or over (b) Referred to the Service by a General Practitioner, Nurse Practitioner or Remote Area Nurse, with provision of a GP Management Plan for their chronic condition prior to enrolment in the service (c) Diagnosis of at least one of the below priority chronic conditions: (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



Service Program Provider	Integrated Chronic Conditions – Diabetes Digital Health Service Diabetes WA [SERVICE YET TO COMMENCE]
Service Delivery Area	Statewide
Eligibility Criteria	• Diagnosed with Type 1, Type 2 Latent Autoimmune Diabetes in Adults (LADA), Maturity Onset Diabetes of the Young (MODY) or gestational diabetes. • All ages. • Living in WA, targeting those that may experience barriers or inequities in accessing care. • Self referrals okay. • Referrals via GP with GP Chronic Conditions Management Plan (or seek GPCCMP once referred). • Referrals from hospitals as part of transition planning.
Description	A free telehealth service that provides clinical education and support via all forms of telehealth. The service provides • Ongoing Community Support: virtual diabetes education, supported self-management, medication and insulin literacy, monitoring support, behaviour change coaching and linkages to allied health or specialist pathways where needed. • Supported Transition: structured follow-up after discharge from hospital or specialist diabetes services, including timely contact, medication and device review, education, care planning and connection to the usual GPs and community supports.
Contact Details	SERVICE DETAILS COMING SOON

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 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.com.au P: 9436 6270 W: Online bookings can be made here. https://bookings.cloud.microsoft/book/DiabetesConnectBookings1@diabeteswa.com.au/?ismsaljsauthenabled=true

CHRONIC DISEASE SERVICES - TELEHEALTH

Service Program Provider	Integrated Chronic Conditions – Respiratory Digital Health Service Respiratory Care WA [SERVICE YET TO COMMENCE]
Service Delivery Area	Statewide
Eligibility Criteria	• Diagnosed with asthma or Chronic Obstructive Pulmonary Disease (COPD). • All ages. • Living in WA, targeting those that may experience barriers or inequities in accessing care. • Self referrals okay. • Referrals via GP with GP Chronic Conditions Management Plan (or seek GPCCMP once referred) • Referrals from hospitals as part of transition planning.
Description	A free telehealth service providing clinical support and education with a respiratory health nurse or educator to support to people to manage their asthma or COPD. The service has three components. • Supported Transition: Structured follow-up after respiratory related hospital presentation or discharge with a focus on continuity into primary care, action planning, inhaler technique, symptom monitoring and supported re-entry into community management. • Ongoing Community Support: virtual chronic respiratory education and self-management support, smoking cessation linkage, vaccination prompts, inhaler optimisation, pulmonary rehabilitation linkage and symptom monitoring. • GP Support Services: timely access, cased discussion, shared care support, action plan reinforcement and capability-building for general practices and ACCHSs managing people with asthma or COPD.
Contact Details	SERVICE DETAILS COMING SOON

Service Program Provider	care finders Advocare WA
Service Delivery Area	South West Region
Eligibility Criteria	Australian residents who are • Aged 65+ years or 50+ years for Aboriginal or Torres Strait Islander people) OR • Aged 50+ years on a low income and homeless or at-risk of being homeless AND • Are eligible for government-funded aged care services and have one or more reasons for requiring intensive support to interact with My Aged Care and access aged care services and other relevant supports in the community.
Description	Provides specialist and intensive assistance to help individuals within the care finder target population who have no carer / support person to help them to understand and access aged care services and connect with other relevant supports in the community. The service specifically targets individuals who have one or more reasons for requiring intensive support to interact with My Aged Care, including communication and literacy barriers and reluctance to engage with government services.
Contact Details	8.30 am – 4.30 pm Monday to Friday (excluding public holidays) E: carefinders@advocare.org.au P: 1800 655 566 W: www.advocare.org.au
Service Program Provider	GP Aged Care Incentive Busselton Thin Markets Cape Care
Service Delivery Area	Busselton & Dunsborough
Eligibility Criteria	• Residents of CapeCare Residential Aged Care Homes (including those in Residential Respite Care) who are registered with My Medicare and have a GP (Responsible Provider) identified by their general practice. • GPs who have residents in CapeCare.
Description	Supports GPs working with CapeCare's residential aged care homes by streamlining and coordinating access to residents and the facility through a dedicated Primary Care Coordinator. The Coordinator works closely with GPs, general practices, aged care staff and other primary care providers to facilitate collaboration and support the delivery of high-quality care.
Contact Details	CapeCare Busselton: 20 Ray Avenue, Busselton P: 9750 2000 CapeCare Dunsborough: 171 Naturaliste Terrace, Dunsborough P: 9786 5555 W: https://capecare.com.au/

Service Program Provider	Medicare Urgent Care Clinic Medicare GP Urgent Care Clinic Bunbury I 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 7 am – 9 pm every day of the year Shop 82/2 Recreation Drive Eaton WA P: 08 9785 6009 W: https://www.urgentcareclinicbunbury.com.au/

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from the Australian Government
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