



Mental Health Service

Referral Guideline

Services we provide

Our Mental Health Service provides specialist services including assessment, treatment and support for people of all ages who are directly affected by severe and complex mental illness, as well as promoting mental health and wellbeing in the community.

The service strives to promote recovery and build resilience to reduce the impact of mental illness on individuals, their carers and families. We specialise in community-based treatment provided close to home, and are supported by a range of inpatient and residential facilities depending on the clinical needs of the consumer.

Our Mental Health services include two Adult Mental Health Inpatient Units, a long-stay residential Community Care Unit and a short-stay community-based Step Up Step Down facility, which sit alongside Adult Community Mental Health teams and sub-specialist Child and Youth Mental Health teams.

The Alcohol and Drug Service provides a range of community-based assessment and treatment services.

For more detailed information about our services, visit our **Mental Health, Alcohol and Other Drugs** page at www.health.qld.gov.au/widebay.

How can I make a referral?

A referral to our services can be made by:

- A consumer (self referral)
- A hospital service
- A family member or carer
- A community agency
- A general practitioner.

To discuss a referral or to arrange an appointment, contact your local service as listed.

Phone:	(07) 4150 2600	Bundaberg
	(07) 4128 5400	Hervey Bay
	(07) 4122 8777	Maryborough
	(07) 4161 3534	Gayndah, Eidsvold, Monto, Mundubbera
	(07) 4192 1149	Childers, Gin Gin, Biggenden, Mt Perry

Need help?

Accessing mental health services is often a very stressful time for the individual, carers and families. To make this easier, our Acute Care Team are the first point of contact to all public mental health services. Following triage, this team ensures the consumer is directed to the most appropriate type of service for them. Anyone can make a referral or access the mental health service.

New consumers or consumers re-entering the service can call the 1300 MH CALL phone service (1300 64 22 55). Existing consumers may contact the team by telephoning their nearest Community Mental Health Service.



During business hours, consumers may present in person to their closest Community Mental Health Service on the details below:

Phone:	(07) 4150 2600	Bundaberg Community Mental Health	273 Bourbong St, Bundaberg
	(07) 4128 5400	Hervey Bay Community Mental Health	34 Torquay Rd, Pialba
	(07) 4122 8777	Maryborough Community Mental Health	167 Neptune St, Maryborough
	(07) 4161 3534	Gayndah, Eidsvold, Monto, Mundubbera	
	(07) 4192 1149	Childers, Gin Gin, Biggenden, Mt Perry	

In emergencies or after hours, consumers can present to their nearest emergency department.