What is a Commissioned Service?

A commissioned service is a health or community support program that Sydney North Health Network (SNHN) specifically funds and coordinates to address identified needs within the Northern Sydney region. Delivered by SNHN's partner organisations, these services provide targeted, evidence-based support in areas including mental health, alcohol and other drugs, aged care and care coordination. By addressing service gaps and improving access to care, commissioned services help deliver better health outcomes for local communities. You can refer your patients or clients to these services, which are provided free of charge.

Care Coordination and Navigation

	NAME	DESCRIPTION	ELIGIBILITY	HOW TO ACCESS
Service Directories	LinkUp	A centralised digital platform to navigate mental health and AOD services across the region. Provides health professionals with referral requirements and access to up-to-date service details.	Access available for GPs, mental health service providers and organisations, and allied health professionals	Website
	Headstart	An online service directory that allows the Northern Sydney community to find service providers and health professionals specific to their needs, access information and resources relevant for the local region and get support for a specific mental health condition.	All people living in Northern Sydney	Website
Triage	Medicare Mental Health PCCS	Assessment and referral service. Mental health professionals assess and direct individuals to an appropriate service in the region or to receive care at the Medicare Mental Health Centre.	People who are experiencing distress or mental health issues	Call 1800 595 212 or Email referral form to nswintake@pccs.org.au Healthlink: EDI nsydmmhc
Walk-in Centre	Medicare Mental Health Centre PCCS	A walk in service that provides access to free mental health information, services and supports. No referral or appointment needed. The centre offers support for people in distress, including their family and carers.	People (aged 16+) experiencing mental health issues	Shop C3001, Top Ryde City Shopping Centre, Corner of Blaxland Road and Devlin Street Ryde NSW 2112 Mon–Fri, 8:30am–5:00pm, excluding public holidays

Medicare Mental Health is not a crisis service.
For urgent mental health needs, please contact the NSW Mental Health Line on 1800 011 511.

Mental Health Services

	SERVICE NAME & ORGANISATION	SERVICE TYPE	SESSIONS	ELIGIBILITY	REFERRAL PATHWAY
Low-Intensity	Medicare Mental Health Check In St Vincent's Health Australia	A free digital service that provides low-intensity mental health support for people with mild mental health challenges. It includes group and/or 1:1 sessions to support emotional and mental wellbeing.	Up to 6 sessions based on individual needs – online, phone or some face to face options available	People aged 16 years or older seeking low-intensity mental health and wellbeing support	Medicare Mental Health Call 1800 595 212
Mild to Moderate	Access Plus PCCS	Short-term individual psychological therapies. Target group: people experiencing financial disadvantage and at-risk/underserviced groups including young people, people from Aboriginal or Torres Strait Islander backgrounds, CALD (culturally and linguistically diverse), LGBTQI, children, carers and women experiencing perinatal anxiety/depression	General pathway = 8 hours Suicide prevention pathway = 12 hours	• Mild to moderate (K10 = 20-29) • Experiencing financial hardship • and unable to afford gap with Medicare* **AND** • Short term (will not require ongoing therapy)	**GP or Specialist to complete and send to Medicare Mental Health:** • MMH referral form • Mental Health Treatment Plan • Outcome Measure ◦ Adults: K10 (**or** K5 fpr Aboriginal and Torres Strait Islander people) ◦ Children: SDQ
	Headspace Brookvale New Horizons	Early intervention mental health, AOD, sexual health, and employment services	As required based on individual needs	Young people 12-25 years old experiencing mild to moderate mental health issues	Ph: (02) 9937 6500 Fax: (02) 9938 3099 headspacebrookvale@newhorizons.org.au Referral form
	Headspace Chatswood New Horizons	Early intervention mental health, AOD, sexual health, and employment services	As required based on individual needs	Young people 12-25 years old experiencing mild to moderate mental health issues	Ph: (02) 8021 3668 Fax: (02) 8021 7410 Referral form headspacechatswood@newhorizons.org.au

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Mild to Moderate	DBT Youth Groups and Individual Therapy Spencer Health	Individual psychological therapy and Dialectical Behavior Therapy Group Skills training.	Individual - up to 10 sessions Group - 8 sessions	• Individual - young people 12-21 years, mild to moderate mental health issues • Group - young people 13-18 years, mild to moderate mental health issues	Direct or self referral enquiries@spencerhealth.com.au or call 1300 779 243
	Managing Emotions Lifeline Northern Beaches, Mosman to Kirribilli	Group support that provides practical, evidence-based psychological therapies techniquess to help indidivuals manage emotions, and reduce anxiety and depression.	6 x 2-hour sessions delivered weekly, face-to-face	• Adults 18+ • Mild to moderate anxiety, stress and/or depression	Direct referral or via online referral form
Severe & Complex Services	Uniting Youth and Adult Mental Health Services Uniting NSW.ACT	Clinical care coordination, case management, and psychological interventions including family support and therapy.	Outreach and as-required sessions based on individual needs up to 12 months	• Aged 12 years+ • Experiencing, or at risk of experiencing, severe or complex mental health needs and functional impairment	Direct referral (1800 937 776) or via Medicare Mental Health (1800 595 212)
	Psychosocial Support Service Artarmon & Hornsby Mission Australia	Non-clinical long-term psychosocial support focusing on supported access to clinical services, daily living skills, and connection with friends and family.	PSS provides flexible, recovery-focused support ranging from 8 weeks to 12 months	• Age: 16 years or older • Non-NDIS participant • Experiencing severe mental illness with psychosocial support needs	Direct referral or via online referral form Artarmon: 9480 2560 Hornsby: 9480 2500

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Mental Health Services

	SERVICE NAME & ORGANISATION	SERVICE TYPE	SESSIONS	ELIGIBILITY	REFERRAL PATHWAY
Specialty Services	Mental Health in Residential Aged Care Facilities Grand Pacific Health	Short to medium term psychological therapies for people living in RACFs.	Short to medium support or 1-4 sessions	Adults living in RACFs with, or at risk of, mild to moderate mental health challenges	Direct referral (1300 111 278)
	Caber-ra Nanga Relationships Australia	Culturally safe mental health care co-ordination for Aboriginal and Torres Strait Islander people and communities.	As required based on individual needs	People from an Aboriginal or Torres Strait Islander background	Direct referral (0423 303 864) or via Medicare Mental Health (1800 595 212)
	Perinatal Mental Health Gidget Foundation	Individual psychological therapy for expectant, new and potential parents experiencing mild to moderate perinatal mental health issues.	Up to 10 sessions per calendar year under Medicare's Better Access Initiative, with additional sessions available on an individual needs basis	Services are available to birthing and non-birthing parents throughout the perinatal period, from pre-conception through to 12 months postpartum, who have a diagnosis or are at risk of developing a perinatal mood and/or anxiety and/or stress related condition (such as PNDA), as well as experiencing birth trauma or pregnancy related loss (including stillbirth, miscarriage or termination), or experiencing difficulties with conception. Support is available for both first-time parents, and those who are welcoming another child.	Direct referral (1300 443 438) or via online referral form
	Psychological Therapies STARTTS	Psychological assessment and treatment for clients from refugee and refugee-like backgrounds, with a trauma-focused, trauma-informed and culturally sensitive approach. Individual and clinical group-based interventions.	As required based on individual needs	• For refugees, asylum seekers, or people from refugee-like backgrounds • Specific to Tibetan, Ukrainian, Afghan and Iranian participants who are refugees, asylum seekers or from refugee-like backgrounds.	Direct referral 02 9646 6800

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Mental Health Services

	SERVICE NAME & ORGANISATION	SERVICE TYPE	SESSIONS	ELIGIBILITY	REFERRAL PATHWAY
Specialty Services (cont'd)	Suicide Prevention and Mental Health Literacy Education and Training Lifeline Northern Beaches, Mosman to Kirribilli	Provide education and training to community members and frontline workers to equip individuals with suicide prevention skills.	10 x 4-hour sessions, delivered annually (face-to-face or online) Facilitated learning Skills development	Adults 18 years+	No referral required. Participants enrol directly through an online registration process.
	Lifeline Connect Lifeline Northern Beaches, Mosman to Kirribilli	An early intervention service providing service navigation and social prescribing. It's free and anonymous, connecting people with community-based supports to improve wellbeing and address unmet social needs. Non-clinical Lifeline staff provide a non-judgemental space for individuals to discuss life challenges including loneliness, financial hardship, caring responsibilities, bereavement, relationship breakdown, chronic illness, housing issues, and major life transitions.	4-hour sessions, face-to-face, delivered weekly	• Available to people of all ages • Young people under 16 years must attend with a parent or guardian • Free service - Medicare card or private health not required	• No referral required • Drop-in service available without appointment
	Eclipse Support Group Lifeline Northern Beaches, Mosman to Kirribilli	Peer support program for adults who have survived a suicide attempt.	8 x 2-hour weekly sessions (face-to-face)	Adults with a prior suicide attempt	Direct referral or via online referral form
	Suicide Bereavement Group Lifeline Northern Beaches, Mosman to Kirribilli	Support group for adults bereaved or affected by suicide.	Monthly (open) group, face-to-face	Individuals (18 years+) bereaved or affected by suicide	Direct referral or via online referral form
	The Way Back – Universal Aftercare Proveda	Structured outreach, check-ins, and practical support following a suicidal crisis	12-week support program	• Individuals experiencing a suicide attempt or suicidal ideation • Must reside in the Northern Sydney region	Referral (see form here) required from: • Hospitals • Emergency departments • Mental health services • Clinicians (public or private) Self-referral not accepted.

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Alcohol and Other Drugs Services

	SERVICE NAME & ORGANISATION	SERVICE TYPE	SESSIONS	ELIGIBILITY	REFERRAL PATHWAY
Aboriginal and Torres Strait Islander	AOD Counselling for Children and Young People Sydney Drug Education & Counselling Centre (SDECC)	AOD program for Aboriginal and Torres Strait Islander People between 12-25 years of age.	4 to 20 sessions via face-to-face, telehealth and telephone.	• 12-25 years old* (and support for their parents around child's substance misuse issues) • Presenting with substance use challenges *12-13 year-olds require consent.	Direct referral 02 9977 0711 Referral form
	Aboriginal Adult AOD Service Mingu Yubun Program Odyssey House	Culturally safe individual and group support delivered through the Mingu Yabun Program. Support includes one on one sessions with an Aboriginal and Torres Strait Islander worker to develop a recovery plan, alongside group activities such as yarning circles, narrative therapy and Dreamtime stories.	Face-to-face, outreach and telehealth. Length of engagement is ongoing determined by client need.	Aboriginal and Torres Strait Islander people residing or accessing services in Hornsby, Ryde, or Northern Beaches LGAs and surrounding areas with alcohol and/or other drug concerns.	Referral via phone (1800 397 739), email (referral@odysseyhouse.com.au), or referral form
General	Adult AOD Service Odyssey House	Individual counselling, psychoeducation, group programs (SMART Recovery, Relapse Prevention & Mental Health Recovery), case management, care coordination and assertive outreach. Specialist social work support available for clients with complex needs. AOD peer support embedded within the team, providing lived experience. CALD AOD counselling.	Face-to-face, outreach and telehealth. Length of engagement is ongoing determined by client need. Services extended to after-hours and weekends in response to demand.	Adults 18+ residing or accessing services in Hornsby, Ryde or Northern Beaches LGAs and surrounding areas with alcohol and/or other drug concerns.	Referral via phone (1800 397 739), email (referral@odysseyhouse.com.au), or referral form
	Youth AOD Service Sydney Drug Education & Counselling Centre (SDECC)	Individual counselling, group programs and care coordination.	Face-to-face, outreach and telehealth. Length of engagement is ongoing determined by client need.	Young people (under 18) residing or accessing services in Hornsby, Ryde, or Northern Beaches LGAs and surrounding areas with alcohol and/or other drug concerns.	Referral via phone (02 9977 0711), email (admin@sdecc.org.au), or referral form
	AOD Homelessness Service Street Side Medics Manly & Hornsby	Provides acute services to people experiencing homelessness or who are otherwise vulnerable.	Clinic runs 2 hours per week, face-to-face	No criteria	No referral required, walk-ins accepted: • Manly clinic: Mondays 5-7pm • Hornsby clinic: Thursdays 5:30pm-7:30pm

Hospital Avoidance Services

	SERVICE NAME & ORGANISATION	SERVICE TYPE	ELIGIBILITY	AREAS	REFERRAL PATHWAY
GP Social Work Services	GP Social Work Connect PCCS	• Social work services provided to support clients improve their health and well-being, navigate the system, and prevent potentially avoidable hospital admissions • Holistic needs of clients assessed by experienced and qualified social workers • Referral and linkage to a broad range of appropriate services • Clients supported in their homes or community, or via GP practice-based services	• People living with chronic and/or complex health care conditions • Recent hospitalisation and at risk of readmission without support • People having trouble navigating and accessing support services • Carers at risk of stress or burnout who require support and assistance • Complex family situations including family and domestic violence	**PCCS** operates the GP Social Work service across the following LGAs: • Hornsby • Ku-ring-gai • Ryde	Direct referral **Email:** nswintake@pccs.org.au **Phone:** 02 9477 8700 **Fax:** 02 9477 8799
	GP Social Work Service Proveda			**Proveda** operates the GP Social Work service across the following LGAs: • Hunters Hill • Lane Cove • Mosman • North Sydney • Northern Beaches • Willoughby	Direct referral **Email:** hello@proveda.com.au **Phone:** 1300 002 262 **Fax:** 02 9998 2999 Referral form
Hospital Discharge Services	Back to Home Back to Life PCCS	• Short-term care coordination and service support following a hospital admission to regain and maintain independence in the community • Services tailored to individual health and welfare needs to support clients to safely transition from hospital to home • Provision of case management, linkage to relevant services and ongoing monitoring via a strengths-based approach	• People at risk of admission to hospital or re-admission to hospital following discharge • People living with chronic and/or complex health care conditions • People who would benefit from short-term follow-up support at home • People not supported via any package with a comprehensive support service component e.g. COMPAC, TRANSPAC, CHSP, HCP, or NDIS	**PCCS** supports people residing in the following LGAs: • Hunters Hill • Lane Cove • Mosman • North Sydney • Northern Beaches • Ryde • Willoughby	Direct referral **Phone:** 02 9477 8700 **Email:** nswintake@pccs.org.au
	Helping Hand and At Home Just Better Care			**Just Better Care** supports people residing in the following LGAs: • Hornsby • Ku-ring-gai 6 hours direct support/12 weeks case management	Direct referral **Phone:** 02 9484 8788 **Email:** HelpingHandAtHome@justbettercare.com

Aged Care Services

SERVICE NAME & ORGANISATION	SERVICE TYPE	ELIGIBILITY	REFERRAL PATHWAY
Care Finder Your Side Australia	Outreach and intensive one-to-one support to assist vulnerable older people to access My Aged Care and connect to aged care and other relevant services. Exists to support people who would not be able to access services without assistance. Care Finders provide trauma-informed, inclusive care, and speak multiple languages.	• People aged 65+ or 50+ for Aboriginal and Torres Strait Islander people • Have no carer or support person who can help them, or who they trust to help them • Be eligible for government-funded aged care	Direct referral 02 8405 4484 carefinder@yourside.org.au
Early Intervention Program Community Transport Organisation	The Community Transport Early Intervention Program provides free, accessible, care-based transport from a client's home to their local GP, allied health appointment, wellbeing programs, social engagements, or outings for the purpose of increasing health, wellbeing and social inclusion.	• At least 65 years of age, or 40 years of age for Aboriginal and Torres Strait Islander Peoples • Not currently accessing Community Transport through My Aged Care • Live in a Northern Sydney Local Government Area	Direct referral 1800 035 262 Referral form
PACE Early Intervention Program KNC Care	The PACE Early Intervention Program aims to assist older clients who have recently been diagnosed with a chronic condition or are at risk of developing one. The program provides 1:1 support and critical information about diagnoses and symptoms and connects clients to the right services and groups that enable healthy ageing and management of chronic conditions.	• At least 55 years of age, or 45 years of age for Aboriginal and Torres Strait Islander Peoples • Live in a Northern Sydney Local Government Areas	Direct referral 02 9988 4966 pace@knc.org.au

Primary Care Services

SERVICE NAME & ORGANISATION	SERVICE TYPE	ELIGIBILITY	REFERRAL PATHWAY
Endometriosis and Pelvic Pain Clinic Hunters Hill Medical Practice	Provides health services focused on women's health, and aimed at improving provision of diagnosis, treatment and management of endometriosis, pelvic pain, perimenopause, and menopause.	For more information, visit the website	Direct referral 02 9817 2080 clinic@hhmp.com.au
Health Equity and Access Program for those experiencing homelessness Street Side Medics	• On-site medical consultations • Chronic disease management • Mental health and trauma-informed care • Patients will benefit from comprehensive care from a regular GP also be bulk billed.	People who are currently experiencing homelessness Street Side Medic Medical Vans located at: St Matt's Church Darley Rd /Corso, Manly Monday 5-7pm and St Peter's Anglican Church Hornsby 5.30-7.30pm	Visit a Street Side Medics van or connect with Mission Australia Hub located at Dee Why, Hornsby, Artarmon, Brookvale, and Ryde. No appointment or Medicare card needed.
Medicare Urgent Care Clinic Top Ryde	Medicare UCCs provide urgent care when you need medical attention for an illness or injury that can be managed without a trip to the emergency department.	• Open from 8am-10pm, 365 days a year • Medicare UCCs do not see people for routine and ongoing medical care, such as management of chronic conditions or cervical screening	MM17C, Level 1, Top Ryde Corner Devlin and Blaxland Road Ryde NSW 2112 (02) 8878 3988 Website
Medicare Urgent Care Clinic Brookvale			10 Dale St, Brookvale NSW 2100 (02) 9034 1202 Website
Medicare Urgent Care Clinic Chatswood			270 Victoria Ave, Chatswood NSW 2067 (02) 8666 6849 Website
Integrated Team Care Grand Pacific Health	Provides care coordination to Aboriginal and Torres Strait Islander people with complex chronic disease/s.	Aboriginal or Torres Strait Islander people who have at least one pre-existing chronic condition and have a GP Management Plan	Direct referral 1800 879 096 aboriginalhealth@gph.org.au