What is a Commissioned Service?

A commissioned service is a health or community support program that Sydney North Health Network (SNHN) funds and coordinates to help people's physical and mental wellbeing. Delivered by SNHN's partner organisations, these services provide evidence-based support in areas including mental health, alcohol and other drugs, aged care, and care coordination. The services are provided to the community free of charge.

Care Coordination and Navigation

	NAME	DESCRIPTION	ELIGIBILITY	HOW TO ACCESS
Service Directory	Headstart	• Find local health and community services. • Search for support that meets your needs. • Get information about mental health and local services. • Access helpful resources for you and your family.	All people living in Northern Sydney	Website
Triage	Medicare Mental Health PCCS	• Talk with a mental health professional about your needs. • Get help to find the right support or service. • Be connected to services in Northern Sydney. • If needed, be referred to the Medicare Mental Health Centre for support.	People who are experiencing distress or mental health issues	Call 1800 595 212
Walk-in Centre	Medicare Mental Health Centre PCCS	• Walk in for free mental health support – no appointment or referral needed. • Talk to someone about your mental health and wellbeing. • Get information, advice and help to find the right support. • Support is available if you are feeling distressed or going through a difficult time. • Family members and carers can also get support.	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

If you're viewing a printed version of this guide, scan this QR code with your phone or another device to access the links.

Medicare Mental Health is not a crisis service. If you or someone close to you is in distress or immediate danger, dial 000 as soon as possible.

Mental Health Services

	SERVICE NAME & ORGANISATION	DESCRIPTION	SESSIONS	ELIGIBILITY	HOW TO ACCESS
Low-Intensity	Medicare Mental Health Check In St Vincent's Health Australia	• Free online mental health support. • Talk one-on-one or join a group session. • Learn practical ways to improve your mental health and wellbeing. • Suitable if you need early support for your mental health.	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	• Free short-term counselling with a mental health professional. • Includes support for young people, Aboriginal and Torres Strait Islander people, people from diverse cultural backgrounds, LGBTQIA+ people, carers, children, and women experiencing anxiety or depression during or after pregnancy	As required based on individual needs	• Mild to moderate • Experiencing financial hardship • and unable to afford gap with Medicare* **AND** • Short term (will not require ongoing therapy)	GP or specialist to complete referral
	Headspace Brookvale New Horizons Headspace Chatswood New Horizons	Help with your mental health, alcohol and other drug use, sexual health, and finding or keeping work	As required based on individual needs	Young people 12-25 years old experiencing mild to moderate mental health issues	**Brookvale:** For more information or to make an appointment call (02) 9937 6500 or email to headspacebrookvale@newhorizons.org.au You can also drop into the centre: Level 2 Brookvale House, 1A Cross Street, Brookvale **Chatswood:** For more information or to make an appointment call (02) 8021 3668 or email headspacechatswood@newhorizons.org.au You can also drop into the centre: Level 9 / 465 Victoria Avenue, Chatswood

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Mental Health Services

	SERVICE NAME & ORGANISATION	DESCRIPTION	SESSIONS	ELIGIBILITY	HOW TO ACCESS
Mild to Moderate	DBT Youth Groups and Individual Therapy Spencer Health	One-on-one counselling and Dialectical Behaviour Therapy (DBT) group sessions to help you: • manage emotions • cope with stress • build healthy relationships	As required based on individual needs	• 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 self referral enquiries@spencerhealth.com.au or call 1300 779 243
	Managing Emotions Lifeline Northern Beaches, Mosman to Kirribilli	Group sessions that teach practical skills to help you manage your emotions and reduce feelings of anxiety and depression	6 x 2-hour sessions delivered weekly, face-to-face	• Adults 18+ • Mild to moderate anxiety, stress and/or depression	Direct self referral via online referral form
Severe & Complex	Uniting Youth and Adult Mental Health Services Uniting NSW.ACT	Clinical care coordination, case management, and psychological interventions including family support and therapy.	As required sessions based on individual needs up to 12 months.	• Aged 12 years+ • Experiencing severe or complex mental health challenges that make everyday life difficult, or at risk of this happening	Direct referral (1800 937 776) or via Medicare Mental Health (1800 595 212)
	Psychosocial Support Service Artarmon & Hornsby Mission Australia	• Long-term support to help you live well and stay connected • Help to access health and community services • Support to build everyday living skills and independence • Help to stay connected with family, friends and your community	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 self referral via online referral form Artarmon: 9480 2560 Hornsby: 9480 2500

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Mental Health Services

	SERVICE NAME & ORGANISATION	DESCRIPTION	SESSIONS	ELIGIBILITY	HOW TO ACCESS
Specialty Services	Mental Health in Residential Aged Care Facilities Grand Pacific Health	Short to medium term psychological therapies for people living in residential aged care facilities (RACFs)	As required based on individual needs	Adults living in RACFs with, or at risk of, mild to moderate mental health challenges	Direct referral (1300 111 278)
	First Nations Family Support Service 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	• Have, or are at risk of developing, a perinatal mental health condition, such as anxiety, depression, or stress-related difficulties. • Have experienced birth trauma or pregnancy loss, including miscarriage, stillbirth, or termination. • Are experiencing difficulties with conception	Direct referral (1300 443 438) or via online referral form
	Psychological Therapies STARTTS	• Mental health support for people from refugee and refugee-like backgrounds • One-on-one and group support with experienced mental health professionals • Support that is culturally sensitive and understands the impact of trauma	As required based on individual needs	• Specific to Tibetan, Ukrainian, Afghan and Iranian participants who are refugees, asylum seekers or from refugee-like backgrounds.	Direct referral call 02 9646 6800
	Suicide Prevention Community Awareness and Activation Proveda	• Community engagement via pop-ups, micro-talks, café activations, community events, and partner organisations • Activities are accessible, culturally responsive, and delivered in familiar community settings	Activities are events-based - visit the website for information on locations.	• Open to all community members in Ryde and Hornsby • No cost or referral required	Call 1300 002 262
	Suicide Prevention and Mental Health Literacy Education and Training Lifeline Northern Beaches, Mosman to Kirribilli	Provide education and training to help community members and frontline workers recognise the signs that someone may be at risk of suicide and learn how to offer support.	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.

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Mental Health Services

	SERVICE NAME & ORGANISATION	DESCRIPTION	SESSIONS	ELIGIBILITY	HOW TO ACCESS
Specialty Services (cont'd)	Lifeline Connect Lifeline Northern Beaches, Mosman to Kirribilli	• Get free, confidential support – no referral needed. • Talk to someone about life's challenges in a safe and supportive space. • Support is available for challenges such as loneliness, financial stress, caring for others, grief and loss, relationship difficulties, long-term health conditions, housing concerns, and major life changes.	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 **Brookvale** Warringah Mall Library, Thursdays 11am - 3pm
	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.**
Education	Free Youth Mental Health First Aid course for parents of young people EPIC	Free youth mental health first aid course for parents, carers and adults supporting adolescents	Blended face-to-face: self-paced eLearning (7-8 hours), followed by a one-day face-to-face session (7 hours).	• Adults 18+	Visit the website for sessions and registration

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Alcohol and Other Drugs Services (AOD)

	SERVICE NAME & ORGANISATION	DESCRIPTION	SESSIONS	ELIGIBILITY	HOW TO ACCESS
Services for Aboriginal and Torres Strait Islander people	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 support for Aboriginal and Torres Strait Islander people. • Meet one-on-one with an Aboriginal and Torres Strait Islander worker to set goals and plan your support. • Take part in group activities, including yarning circles, storytelling and other culturally meaningful activities that support wellbeing.	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, build skills, group programs (SMART Recovery, Relapse Prevention & Mental Health Recovery), case management, care coordination and assertive outreach. Extra support for people with more complex needs. AOD peer support embedded within the team, providing lived experience. and culturally appropriate counselling for people from diverse cultural and language backgrounds.	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 for young people under 18 years of age.	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

Hospital Avoidance Services

	SERVICE NAME & ORGANISATION	DESCRIPTION	ELIGIBILITY	AREAS	HOW TO ACCESS
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	GP to complete referral
	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	GP to complete referral
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	GP or specialist to complete referral
	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	GP or specialist to complete referral

Aged Care Services

SERVICE NAME & ORGANISATION	SERVICE TYPE	ELIGIBILITY	HOW TO ACCESS
Care Finder Your Side Australia	• One-on-one support to help older people access My Aged Care and other support services. • Help for people who need extra support to find and access the services they need. • Support is provided in a safe, respectful and inclusive way. • Interpreters and support in different languages are available	• 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	• Self referral: https://yourside.org.au/care-finder-self-referral-form/ • Or call 02 8405 4484
Early Intervention Program Community Transport Organisation	• Free transport to help you get to appointments and stay connected with your community. • Travel from your home to your GP, allied health appointments, wellbeing programs, social activities or community outings. • Support to help you stay healthy, independent and connected.	• 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	Click on your Local Government Area (LGA) on the map to complete a simple form, and your community transport provider will contact you. If you need further assistance, call 1800 035 262.
PACE Early Intervention Program KNC Care	• One-on-one support for older people who have recently been diagnosed with, or are at risk of developing, a long-term health condition. • Learn about your health condition and how to manage it. • Get connected with local services, programs and community groups that support healthy ageing and wellbeing	• 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	For more information call 02 9988 4966 or email pace@knc.org.au

Primary Care Services

SERVICE NAME & ORGANISATION	DESCRIPTION	ELIGIBILITY	HOW TO ACCESS
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	• Complete the questionnaire and a clinical nurse will assist you with an appointment: https://form.jotform.com/231900808007853 • Or call 9817 2080 or email clinic@hhmp.com.au for more information.
Homelessness Access Program Street Side Medics	• On-site medical consultations • Chronic disease management • Mental health and trauma-informed care	People who are at risk and/or currently experiencing homelessness	Visit a Street Side Medics van in Hornsby or Manly (no appointment or Medicare card needed): • St Matts Church, 1 Darley Rd, Manly - Mondays 5-7pm • The Dish of St John's, St Peter's Anglican Church, 207 Peats Ferry Road, Hornsby - Thursdays 5.30-7.30pm
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 • No appointment needed • 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	GP or specialist to complete referral