



Peter discussing available support options

INFORMATION AND REFERRALS

Victoria's new Intake and Assessment Service

The Intake and Assessment Service will improve access to information and referrals for mental health community support services.

What does Intake and Assessment do?

The new Mental Health Community Support Service (MHCSS) Intake and Assessment Service will provide information and referrals for people seeking mental health support. The service will:

- Screen and determine eligibility to receive support
- Prioritise referrals
- Refer eligible people to support services for a comprehensive intake assessment
- Provide screening information to support services to avoid need for repeating information
- Follow up referrals to make sure people are getting access to the services they need
- Provide self-management information and follow-up contact with people on the needs register
- Provide general mental health information and facilitate referrals to other services as needed
- Convene the Bed-Based Selection Panel in each catchment for Youth/Adult Residential Rehabilitation and Supported Accommodation

How can I contact Intake and Assessment in my area?

For the inner-north, western suburbs, southern suburbs and Frankston/Peninsula regions call Neami National
1300 379 462 (9am-5pm Monday to Friday)

For the outer-north, eastern suburbs and south-eastern suburbs call EACH social and community health
1300 785 358 (9am-5pm Monday to Friday)

For regional and rural areas of Victoria call ACSO
1300 022 760 (9am-5pm Monday to Friday)

Who provides mental health community support services?

Different mental health services provide support in different parts of Melbourne and Victoria.

See the next page for a map showing the areas covered by Neami National and EACH.

Who is Neami National?

We are a community mental health service that supports people based on their values, strengths and goals. We have been improving mental health and wellbeing in local communities for over 27 years.

More information

www.neaminational.org.au/vicreforms

www.health.vic.gov.au/mentalhealth/pdrss-reform

Please note: This is not a crisis service. In an emergency call 000 (Ambulance, Police, Fire) or 13 11 14 (Lifeline Crisis Hotline).

Intake and Assessment Service providers across Melbourne by local government area

