



Centre for Migrant and Refugee Health

We embrace your health

ASSESSMENT, REFERRAL
PROCESSES AND PATHWAYS

CMRH Services 2022-2025

FOR MORE INFORMATION, PLEASE CONTACT:

GENERAL MANAGER OFFICE, OPERATIONS & MANAGEMENT

CENTRE FOR MIGRANT AND REFUGEE HEALTH, INC.

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SOBERMINDS MENTAL HEALTHCARE SERVICES



REFERRAL PROCESSES AND PATHWAYS

SoberMinds Mental Healthcare Service is mental health and wellbeing services by the Centre for Migrant and Refugee Health to address mental illness or other psychiatric disorders with carers, parents, family or individual. We also offer TeleMental Health services.

Triage and Assessment
(Reception, intake by social worker/psychologist)

Voluntary Treatment Services

If a client is feeling down or experiencing mental disturbances,

Contact: CMRH TeleMental Health or GPs (Doctor) via a specialist mental health helpline (e.g. beyondblue) as a first contact to help decide next step, including counselling, speaking to psychologists or considering lifestyle changes, or referral to a psychiatrist for treatment through medication or other

Immediate mental health services

For a client that immediate assistance with a serious mental health crisis, call (000) or crisis counselling via CMRH TeleMental Health:
Lifeline: 131114 (Australia-wide), Kids Helpline: 1800551800(Australia-Wide), SuicideLine:1300651251 (Victoria only), Suicide Call Back Service: 1300659467 (Australia-Wide), Nurse-On-Call 130060 6024 (Victoria Only)

Substance abuse or drugs-related mental health services

For a client with substance abuse-related mental health disturbances or behaviour, referral to hospital for an emergency, and follow up with Counselling services, Acute Mental Health Services, Acute Rehabilitation services, or Acute Substance Use Disorder Residential facilities

Out-of-pocket for mental health services

CMRH social worker, a psychologist and a GP may work together with a client to develop the mental healthcare plan and determine if a client is eligible for Medicare-subsidised care sessions psychiatrists, psychologists, clinical psychologists, social workers and occupational therapists. Better Access to Psychiatrists, Psychologists and General Practitioners through the Medicare Benefits Schedule (Better Access) initiative (refer to the CMRH Mental Healthcare Guideline)

CONTINUATION.....REFERRAL PROCESSES AND PATHWAYS

NB: Upon receiving your referral, it may take our team 5-10 business days to review requests and connect to the family or people to the resources. Clients, Carers, Parents, or families accessing and engaging with our program will be notified of recommended services through phone or email. A letter will be mailed to the client, parent, or family and referred to the treatment provider to put the parent, client or a family on a waitlist or provide community resources to the client, parent, or the family to best support them.

THE OPERATIONAL MODEL OF SERVICES

Our CMRH models of care and services delivery reflect the needs of people or individuals experiencing mental health and wellbeing issues based on best evidence approaches to address mental health and wellbeing services.

Our teams, including:

Mental health workers/clinicians,
Psychiatrists

Our preventive strategy supports:

Research,
Policy, and;
Advocacy

CMRH deploys frameworks, monitoring and evaluation tools to assess:

Our sophisticated mental healthcare services to improve health outcomes and quality of life for clients, their carers and family members.

ELIGIBILITY

Our services don't require a GP referral. Still, we can refer you to the culturally appropriate and specific GP or psychologists that will help you access the benefits with your friends or relatives.

You can also participate in our services as long you are:

A person aged 6-65years old

Migrant, refugee, and asylum seekers backgrounds living in the Northeast, Southeast, and Western Suburbs of Victoria

In need of support with mental illness, psychological disorder or emotional well-being from a community health services

Lack access to a private psychologist, unable to access or afford mental health services

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