

Primary Mental Health Care Services Referrals and Enquiries in Metro Adelaide

NEW Mental Health Enquiry Line: Phone 1300 898 213

Adelaide PHN has launched a new centralised enquiry line for Primary Mental Health Care Services. You can call this enquiry line for specific information on referral pathways, types of services and how and where to access services. The centralised enquiry line offers 3 pathways directing callers to the relevant Primary Mental Health Care service provider in their region or the option of leaving a message for a returned call from the Adelaide PHN directly. The enquiry line will be open from Monday to Friday with calls diverted to the service providers in real time and responses from the PHN provided generally within 24hrs (excluding weekends).

Central Referral Fax Number: 1300 580 249

A central referral fax line has been established to receive Mental Health Treatment Plans for APHN commissioned Primary Mental Health Care Services. These Mental Health Treatment Plans are received by the Primary Mental Health Care Services Central Referral Team and allocated to the relevant service provider for the region. This is a same day service operating from 9am-4pm Monday to Friday (excluding public holidays). Mental Health Treatment Plan Templates can be downloaded from the Adelaide PHN website, www.adelaidephn.com.au, and must include Patient details, GP Details, Problem, Diagnosis, Risk Assessment, Patient Consent and GP signature before it will be accepted for allocation.

Please note: Direct referral arrangements for Better Access (Medicare funded psychological services) remain the same.

Primary Mental Health Care Services are NOT for emergencies or crisis calls.

If your enquiry is about a mental health emergency, please phone 000.

If your enquiry is about a mental health crisis, please call:

Mental Health Triage Ph: 1314 65

Lifeline Ph: 13 11 14

Suicide Call Back Service: 1300 659 467

ATAPS Suicide Support Line: 1800 859 585