

New Service: Help aHead

Opening Soon: Help aHead Mental Health Hubs in Central and Eastern Sydney

Central and Eastern Sydney PHN (CESPHN) is pleased to announce the upcoming launch of two integrated mental health hubs, *Help aHead*. The new model will provide adults aged 18 and over across the region with a single, community-based entry point to coordinated, wraparound mental health care. It is designed to improve access, reduce fragmentation, and deliver integrated, multidisciplinary support tailored to a broad range of needs.

Help aHead will deliver trauma-informed, culturally safe and recovery-oriented care. Multidisciplinary teams will provide integrated clinical and non-clinical services, including psychological therapies, psychosocial support, and physical health care, with flexibility to respond to co-occurring conditions and complex psychosocial barriers.

Help aHead builds on the strong foundations of existing CESPHN-funded services, including the Primary Integrated Care Supports (PICS) program. As PICS transitions into Help aHead, its core elements will be retained and strengthened within a more integrated, hub-based model. This means existing supports will not end. Instead, consumers will transition into a service that offers greater wraparound support and closer connections to other health and community services.

To support continuity during this staged transition, new referrals to PICS will remain open until 30 June 2026, with the program continuing to support and transition people through to December 2026. As people move into Help aHead, they will be supported to select the hub that best meets their needs, considering location, service preferences and existing care relationships. Transitions will be guided by collaborative care planning and warm handovers to maintain continuity and minimise disruption. Throughout the transition period, supports will remain in place to ensure no interruption to care.

From 1 July 2026, referrals will open for the two Help aHead hubs. Grand Pacific Health will be operating from their Caringbah location, and One Door Mental Health will provide hub supports from various locations while the Sydenham site readies for service delivery. Referrals to both hubs will be received via the Medicare Mental Health phone line (1800 595 212) and the [e-Referral form](#) (also available in GP software).

Through Help aHead, CESPHN is strengthening connections across primary care, community and tertiary services to deliver more integrated, person-centred mental health care across Central and Eastern Sydney. The hubs will support people across IAR Levels 2 to 4, with a strong outreach component and flexible duration of engagement guided by individual needs and goals. This new approach improves access to integrated, wraparound support and delivers better outcomes for consumers across the region.