



## Our services: Adult Mental Health Acute Care Team



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The Acute Care Team is a Community Mental Health Team. This team is the first point of contact for adults aged 18 to 65 who wish to receive an assessment or advice about Mental Health. The team operates 24 hours a day and outside of business hours it helps all age groups of people who are having a mental health crisis. The team is also responsible for ongoing treatment of people seriously affected by a mental illness. The team provides mental health assessments and treatment services to people who live in the Hornsby and Ku-ring-gai shires.

### ✓ [Who are we?](#)

The Acute Care Team of Hornsby Ku-ring-gai Mental Health Service is made up of a team leader and clinicians or therapists from different clinical backgrounds (psychiatrists, registered nurses, psychologists, social workers).

### ✓ [What do we do?](#)

The Acute Care Team provides services such as:

1. Assessments– a comprehensive assessment of people experiencing serious mental health problems exploring – psychological issues, social issues, mental state, risk issues, family issues, stressors.
2. Treatment – counselling and therapies are provided for people seriously affected by a mental illness. Medication is prescribed when indicated.

### ✓ [How you can access our service](#)

Ring **9477 9520** – 24 hours a day - for information on accessing the service. **If in**

### Related links:

- [Printable version](#)
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- [Aged Care Psychiatry Service](#)
- [EPIS](#)
- [Lindsay Madew Unit](#)
- [Wahroonga Rehabilitation Service](#)
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**doubt – please ring.**

### ✓ **Where you can find us**

The service is mainly based at Hornsby Ku-ring-gai Hospital, although it is a mobile service and home visits can be provided. Some sessions can be arranged at the local community centres.

Clients will be seen initially at either:

1. Palmerston Centre, Level 2 at Hornsby Ku-ring-gai Hospital (near Derby Road)
2. Emergency Department may be the most appropriate environment when there is a physical problem or if advised by a mental health clinician
3. In their own home (some assessments)

### ✓ **How you can contact us**

**Ring 9477 9520** – available 24 hours a day.

### ✓ **What are our hours?**

The service is operational 24 hours per day. Outside of business hours the service operates for psychiatric crisis and emergencies only.

### ✓ **When you are seen**

A clinician will need to record some basic details and then will provide an assessment which may take 1 hour or longer. The first assessment will advise the client of options for further treatment.

### ✓ **More information**

1. All first assessments will be provided by a trained clinician (this person may be a psychologist, mental health nurse, social worker or Doctor).
2. The clinician will make recommendations for treatment to the client and will advise the team of these recommendations.

3. The treatment will be followed up by a clinician or a team of clinicians.
4. Good mental health care requires a family approach and where possible family members will be consulted and advised of assessments and treatment.
5. General practitioners and other treatment providers will be advised of assessments and treatments unless the client specifically requests this to not occur.

We have fact sheets on a number of mental health topics: ['Someone in my family has psychosis': Information for young people \(primary school age\)](#), ['Someone in my family has psychosis: information for young people \(high school age\)](#), ['What is psychosis?'](#), [The Mental Health Act](#), ['How can family and friends help with someone who is experiencing a psychotic episode and using street drugs?'](#). More fact sheets and booklets will be added in the coming months.

We have more information on [adult mental health](#) and our individual services: [Aged Care Psychiatry Service](#), [Early Psychosis Intervention Service \(EPIS\)](#), [Lindsay Madew Unit](#), [Hornsby Residential Support Services](#), [Wahroonga Rehabilitation Service](#).

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