

Navigating community mental health, alcohol and other drugs and family violence services

6 August 2020

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Mental Health, Alcohol and Other Drugs

Brisbane North PHN

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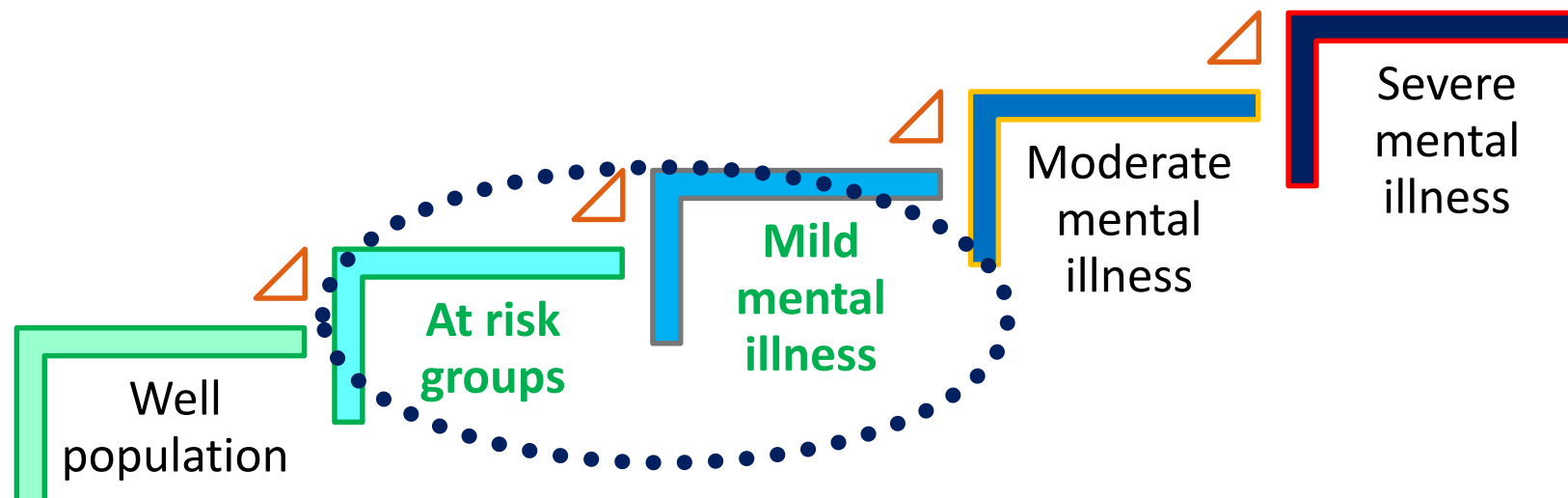
Program, Neami National

Brief therapy psychological services



Brief therapy: **who it can help**

Australian Government response to
Review of Mental Health Programmes and Services



Stepped model of primary mental health care
Moving from a 'one size fits all' approach

My Mental Health Services Map

Access to a greater range of mental health services in North Brisbane and Moreton Bay

GPs now have access to an expanded range of PHN commissioned mental health and suicide prevention services to support their patients. Most services below can be accessed using the My Mental Health Services eReferral. Services are commissioned by Brisbane North PHN and there is no cost to the client. Some services have eligibility and exclusion criteria. For acute presentations, please contact **1300 MH Call - 1300 64 2255** or direct the patient to their nearest emergency department.

NEED	Mild K10 score 10-24				Mild/moderate K10 score 10-30		Moderate K10 score 25-50	Severe K10 score 31-50	
SERVICE	IUIH Connect (Institute for Urban Indigenous Health) 1800 254 354								
	Provides an integrated social health model, including primary mental health services, alcohol and other drug treatment services and suicide prevention services.								
	Neami - Optimal Health Program 07 3493 6780	Richmond Fellowship Queensland - New Access 1300 159 795	World Wellness Group - Problem Management Plus 07 3333 2100	Peach Tree Perinatal 0410 648 239	headspace Caboolture 07 5428 1599 Nundah 07 3370 3900 Redcliffe 07 3897 1897 Taringa 07 3157 1555	Change Futures: Psychology In Aged Care Wellbeing Program 07 3857 0847	Brisbane MIND 1800 752 235 Healthcare/pension card required	ASHA 07 3283 8769	Mental Health Hubs Community: The Recovery and Discovery Centre, Inner north Brisbane 07 3510 2777 Neami: The Living and Learning Centre, Strathpine 07 3493 6780 Stride: Floresco, Caboolture 07 4593 0500
AGE	16 years and older	18 years and older			12 - 25 years	65 years and older	All ages including children 0 - 11	12 - 25 years	18 years and older
DESCRIPTION	Self-development program to build self-efficacy (8 week face-to-face group program).	Supports people to tackle day-to-day pressures and set practical goals (6 session coaching programs designed by Beyond Blue).	For people who identify as culturally and linguistically diverse to help manage stress and adverse situations (Group, phone and face-to-face sessions).	Mothers of infants aged 0-12 months experiencing mild postnatal depression and/or anxiety symptoms (6-week group program).	Provides early intervention mental health services and assistance in promoting young peoples' wellbeing.	For residents of aged care facilities. Provides group and individual support to people over the age of 65.	Short term psychological therapy for those who cannot access the universal service <i>Better Access</i> . Eligible clients must identify in one of the following under serviced groups: <ul style="list-style-type: none">• children 0-11 years• culturally and linguistically diverse communities• LGBTIQ+ communities• people who have experienced trauma or abuse• people at risk of suicide• residents of Bribie Island and Kilcoy.	Provides mobile outreach support to vulnerable young people in the Moreton Bay north region. Please contact the service directly for referral pathways.	Delivering integrated clinical and non-clinical services for people with severe mental illness. Service types: <ul style="list-style-type: none">• care coordination (including mental health nursing)• psychological group therapy• one-on-one psychosocial support
REFERRAL INFO	GPs can complete a referral to these services through the My Mental Health Services eReferral rediCASE GP Integrator or via HealthPathways. If your organisation does not have this software installed, we recommend you contact your Brisbane North PHN Primary Care Liaison Officer (PCLO) to organise installation. For technical enquiries relating to the rediCASE system, call 1800 783 336. Other service providers can refer by completing the My Mental Health Services eReferral form via HealthPathways. Self-referrals can be made directly with the provider or by contacting My Mental Health Service Navigators on 1800 752 235.								

For more information contact the **My Mental Health Service Navigators on 1800 752 235** or visit www.brisbanenorthphn.org.au.

Brief therapy: who it can help

National Mental Health Service Planning Framework

Support Tool estimation

- 95,000 people - mild mental health condition (2020)
- 50% will seek brief therapy treatments

Opportunity - support remaining 50% to access

Doesn't account for COVID 19 impacts

Experiencing a tough life event and/or transition

Young and new mothers

Live with pain

Brief Therapy: Helping people who...

Parents

Are at risk of social isolation

Live in residential aged care facilities

Are experiencing relationship/family stress

Have recently retired

Are returning from prison to the community

Who identify as belonging to a minority group
(LGTBIQ, Aboriginal and Torres Strait Islander, CALD, refugees)

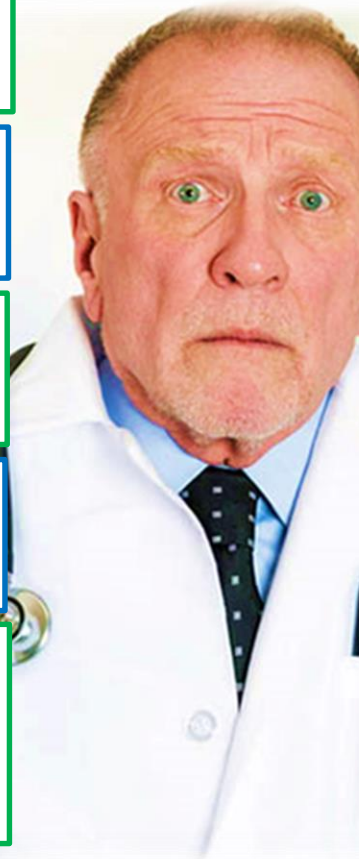
Experiencing domestic/family violence

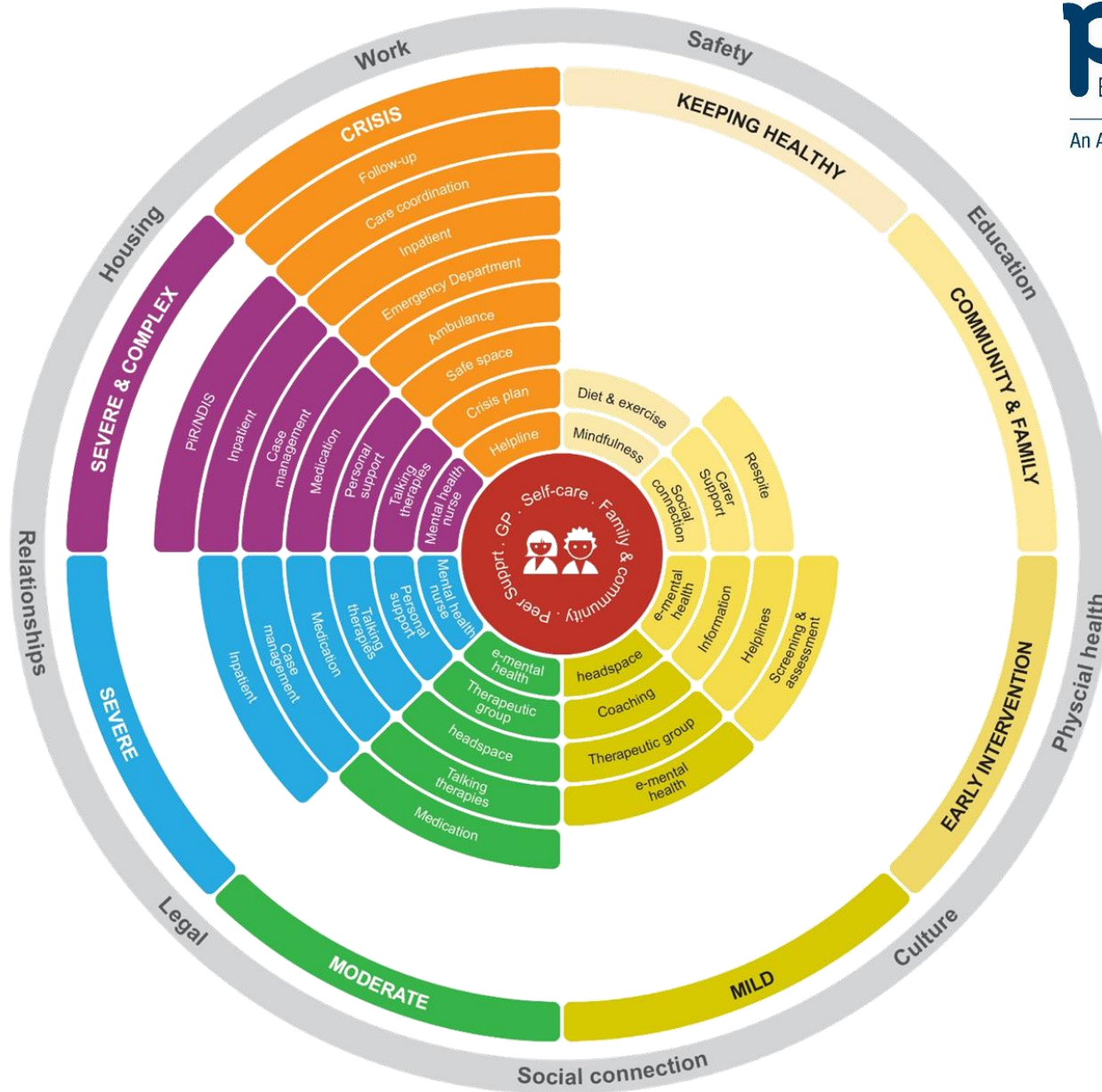
Expectant and new fathers

Don't identify with feeling anxious or depressed but feeling life pressures

Are unemployed

Are managing financial distress





Brief therapy: **when it helps**

UK Improving Access to Psychology Therapies (IAPT) model

- 60% - rate of clinically significant improvement

Brief therapies efficacy

- **At risk of anxiety/depression**
 - early intervention
 - don't have mental health diagnosis
 - experiencing tough life events/transition points
- **Experiencing mild/moderate anxiety and depression**
- **Not suitable** for people experiencing post traumatic stress disorder (PTSD)

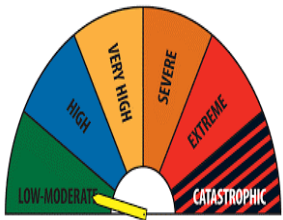
Brief therapy: **when it helps**

UK Improving Access to Psychology Therapies (IAPT) model

More **moderate psychological therapy services** are better for people who:

- have a diagnosed mental health condition (typical of a K10 score 25 and above)
- suitable for people experiencing PTSD

Brief therapy: **Why it helps**



Evidenced-based therapies - low/moderate K10 (10-29)

Trained workforce - regular clinical supervision



Normalise

De-stigmatise need for support



Manage misplacement and escalation



Reduce system blockages



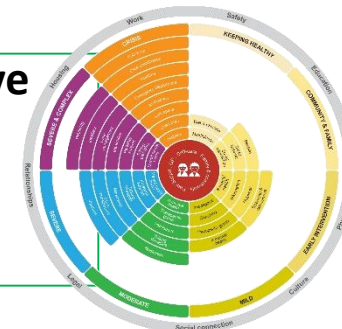
Flexible, accessible, effective cross modalities

Self / GP /Health professional referrals



Benefits people who have recovered from moderate/severe

Build resilience



Brief therapy services

Supports are available to help you manage life challenges that can cause anxiety and depression. Try these FREE services that are available face-to-face, via phone or video call in the Brisbane North region. No doctor's referral or mental health care plan needed.

Is life feeling
DIFFICULT
at the
moment?

Richmond Fellowship Queensland—NewAccess

- For people who need help to tackle everyday life pressures.

☎ 1300 159 795 ✉ newaccess@rfq.com.au 🌐 www.rfq.com.au/newaccess

Peach Tree Perinatal Wellness—Sunshine Parenting Program

- For mothers (with infants aged between 0–12 months) experiencing mild postnatal depression and/or anxiety challenges.

☎ 07 3706 3010 ✉ sunshine@peachtree.org.au
🌐 www.peachtree.org.au/sunshine-parenting-program

Neami National—Optimal Health Program (OHP) and Wise Choices

- OHP—for people who are interested in developing strategies that explore their optimal health and wellbeing.
- Wise Choices—for people who want to develop skills to manage difficult thoughts and feelings and improve relationships.

☎ 07 3493 6780 ✉ lowintensity@neaminational.org.au
🌐 www.neaminational.org.au

World Wellness Group—Problem Management Plus (PM+)

- For people who identify as culturally and linguistically diverse and who are experiencing anxiety and stress.

☎ 07 3333 2100 ✉ mentalhealth@worldwellnessgroup.org.au
🌐 www.worldwellnessgroup.org.au

This information is available in a GP script pad

Service Navigation Team

Support team assisting callers to navigate the region's mental health services.

☎ 1800 752 235 ✉ navigation@brisbanenorthphn.org.au

Testimonials

"I would recommend the OHP program as it provides insight into your physiological and emotional responses to difficult situations and provides strategies on how to manage and navigate them, and increased awareness of self. It has helped me a lot in lots of different areas of my life."



"The New Access program helped me immensely. I was absolutely terrified of being judged harshly over my circumstances, but your service and compassion have helped me move from the depths of despair to a place where I have the tools to lead the best life I can."

"Meeting other mothers without feeling judged. Learning that self-care is important and that I should make time for it. Acknowledging the changes in my relationships with others and realising this is not uncommon or bad."



"As an immigrant with little to nothing in common with Australian culture, it was the most difficult challenge for me yet to overcome. After talking with wonderful people from the PM+ program, my anxiety and worries started decreasing."

Other services

This information is available in a GP script pad

- Head to Health** Support to find free and low-cost, trusted online and telephone-based mental health resources. 🌐 headtohealth.gov.au
- My Mental Health** Links to services and resources available in the Brisbane North region. 🌐 mymentalhealth.org.au
- eMHprac** A practitioner guide to e-mental health resources and services. 🌐 www.emhprac.org.au/services

Brief therapy: how it helps

Out-1: Clinical Outcomes - Low Intensity psychological interventions for Brisbane North; 01/07/2019 - 30/06/2020

Back

Client Age Group	Significant improvement %	No significant change %	Significant deterioration %	Episode count
0-11	0.0	0.0	100.0	1
12-17	0.0	100.0	0.0	2
18-24	70.8	29.2	0.0	24
25-64	65.5	30.0	4.4	203
65+	37.8	53.1	9.2	98
Unknown	33.3	33.3	33.3	3
TOTAL	56.8	37.2	6.0	331

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Brief therapy: how it helps

Out-2: Clinical outcomes - Psychological therapies delivered by mental health professionals for Brisbane North; 01/07/2019 - 30/06/2020

Back				
Client Age Group	Significant improvement %	No significant change %	Significant deterioration %	Episode count
0-11	32.5	55.0	12.5	40
12-17	53.3	33.3	13.3	30
18-24	32.6	50.0	17.4	46
25-64	40.3	48.3	11.4	263
65+	39.7	48.7	11.5	78
Unknown	0.0	100.0	0.0	2
TOTAL	39.4	48.4	12.2	459
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TOTAL	56.8	37.2	6.0	331

Brief therapy: **Neami**

Optimal Health Program and Wise Choices

- Group psychosocial support
- Provided by
 - qualified counsellors
 - social workers

Neami: Optimal Health Program

What is OHP?

- 8 session self-development program
- Holistic approach
- Explores:
 - change
 - resolving ambivalence
- Identifies values
- Assists creative problem solving
- Self-monitor wellbeing

Benefits

- Greater insight
- Develop plans / strategies to manage stressors
- Support networks
- Greater confidence in managing wellbeing

Neami: Wise Choices

What is Wise Choices?

- 10 session program
 - Acceptance and Commitment Therapy
- Supports skill development
 - manage difficult thoughts, feelings, sensations
- Development of greater self-awareness
- Learn stress management and coping skills

Benefits

- Increased resilience
- Clearer sense of purpose and direction
- Deeper connection to self and others

Referrals for **brief therapy**

- **Refer via Redicase (individual)**
- **Groups scheduled according to numbers / needs**
 - Can arrange for group delivery with specific clients of clinic
- **Groups delivered:**
 - At clinic requesting
 - Strathpine Neami Living and Learning Centre
 - Community venue arranged by Neami

Neami: Wellbeing Link

- Statewide, telehealth, COVID-19 specific or related
- Coaching, counselling, referrals
- Coaches
 - MH and related tertiary qualifications
 - Lived experience - mental health recovery
 - Regular supervision
 - Trained in coaching, trauma, suicide prevention/intervention
- Clinicians - social workers, psychologists
 - Provide counselling, intake, assessments, referrals, supervision

Take control of
your wellbeing
during the
COVID-19
pandemic

Neami Wellbeing Link

Call 1300 147 600
www.neaminational.org.au/wellbeinglink



Neami: Referral issues

- **Due to COVID - increased**
 - Drug and alcohol use
 - Rates of family/domestic abuse
 - Financial stressors
 - Feelings of isolation
 - Existing depression and anxiety

Take control of
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pandemic

Neami Wellbeing Link

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www.neaminational.org.au/wellbeinglink



Neami: Wellbeing Link Coaching

- **Health Matters - Telehealth**
- **Focus on:**
 - present issues
 - future goals
- **Up to 4 sessions**
 - Values, strengths, resources, supports
 - Area/s of improving health and wellbeing
 - Wellbeing and safety plans
 - Practical stress/distress management strategies
- **Referrals**
 - Community based MH and psychosocial support
 - Clinician

Neami: Wellbeing Link Counselling

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your wellbeing
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Call 1300 147 600

www.neaminational.org.au/wellbeinglink



- Up to 3 sessions
- Experiencing moderate or increasing distress
- Counselling, assessment, referrals to community
- Internal referral from Coaches
- Refer back to Coaches for HM program

Neami: Referrals

- COVID-19 specific (or related)
- 16 years +
- K10 score ≤ 26
- Self-refer or supported referral
- 1300 number + online form
- Intake and assessment: 1-2 business days
- No mental health care plan required

Take control of
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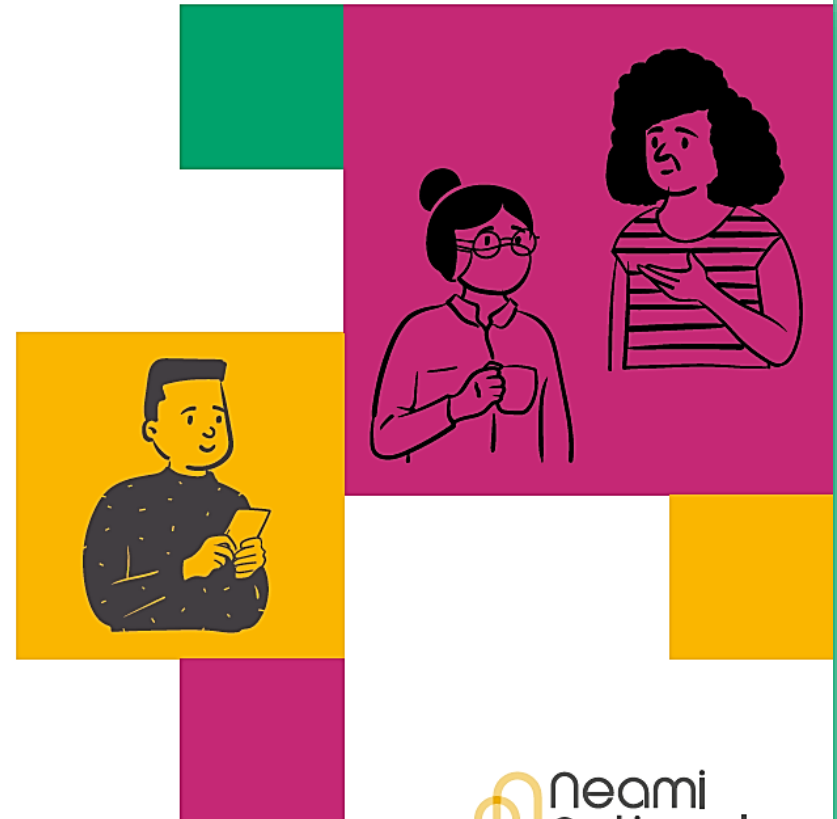


Take control of your wellbeing during the COVID-19 pandemic

Neami Wellbeing Link

Call 1300 147 600

www.neaminational.org.au/wellbeinglink



Gai Lemon

**Program Development Officer
Mental Health, Alcohol and Other Drugs
Brisbane North PHN**



**Drugs
and
Alcohol**



Health Pathways



Alcohol intervention and withdrawal



Benzodiazepine withdrawal



Cannabis Use



Codeine: chronic use and de-prescribing



Opioid withdrawal



Drugs of dependence



Drug information services



Opioid substitution treatment



Service Finder

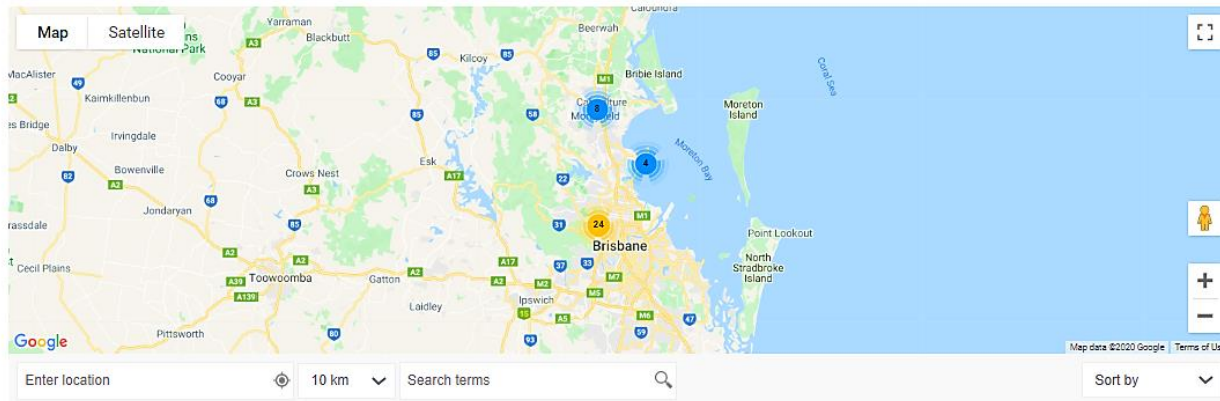
QNADA > Locations

Temporary service changes due to COVID-19:

Please be aware that many services will have made temporary adjustments in response to COVID-19 to protect the safety of clients and staff during the current pandemic. Where possible, we have indicated these in the service finder information. We encourage you to have a chat with services directly to discuss options that might suit your needs or alternatively, call Adis on 1800 177 833.

If you would like to provide feedback on the service finder or update your service details please email

info@qnada.org.au.



Filter

(select 'clear' to view all services)

Treatment type

Drug ARM - Brisbane North (Caboolture)

Treatment type/s Psychosocial intervention

Lives Lived Well - Wunya (Caboolture)

Treatment type/s Residential treatment (e.g.

North West Community Health Centre

Treatment type/s Blood reduction (e.g. needle

Service Finders



Alcohol and other drugs GP education program

[Home](#) [Education](#) [Professional development](#) [Courses and events](#) [Alcohol and other drugs GP education program](#)



Alcohol and other drugs GP education program

The RACGP has developed and will deliver the Alcohol and Other Drugs (AOD) GP Education Program which aims to



[Fellowship](#) [Courses](#) [Support](#) [Resources](#) [About Us](#) [Membership](#) [My College](#) [Join](#)

Drug and Alcohol Addiction Education Program

The ACRRM Drug and Alcohol Addiction Education (DAAE) Program features a suite of incentivised training activities designed to strengthen the capacity of General Practitioners to address drug and alcohol addiction in their communities. Available at no cost to ACRRM members, the DAAE program includes an online learning course, virtual and face-to-face workshops and webinars with subject matter experts, supported by resources for General Practitioners to use within their practice.

Members will also have access to the DAAE Program Hub where they can contribute to Case Studies moderated by ACRRM fellows.

Eligible* ACRRM members may claim an incentive grant following successful completion of each DAAE Program training activity. These incentive grants are based on the level of participation in the program, thus providing real incentives for

phn
BRISBANE NORTH

An Australian Government Initiative

dition treatment

Training Grants for General
was announced as part of the
r alcohol and drug abuse.
sources available to GPs to

vided funding to the Royal
ian College of Rural and

is allocated to Primary
on grants to GPs, and to
alcohol and other drug
ed of Variation for the

approach for collaboration
sure PHN promotional

to encourage collaboration on the promotion of this education package, the
Department has provided the key contacts within each of the GP Colleges overleaf,
so that each PHN can make contact to discuss aligning promotional activities.
Links to the program websites of each college have also been provided for your
information.

Education

What is AOD Connect - Project ECHO

[Home](#) [Education](#) [Professional development](#) [Courses and events](#) [Alcohol and other drugs GP education program](#) [What is AOD Connect - Project ECHO](#)

An initiative of Queensland Health. Proudly delivered by Metro North Mental Health - Alcohol and Drug Service.

[SIGN UP](#) or [SIGN INTO](#) your account

The Queensland Opioid Treatment Program (QOTP) Prescriber Course

Information

eLAMP - eLearning in AOD for Medical Practitioners

Information

eLAMP contains a series of dedicated medical practitioner eLearning modules targeting GPs, Trainees, Junior Doctors and Nurse Practitioners - or as a refresher for existing Addiction Specialists - on how to best manage substance dependence and withdrawal with patients.

To unlock these modules, you will need to sign up for an Insight account as a **Medical Officer or Nurse Practitioner** using your valid AHPRA number. If you already have an account with us you will need to manually update your details. Please login to your account, click on the **PROFILE** button in the top right of the screen and head to **Your details**. Please check your details are correct, including your correct professional discipline, and update your AHPRA number (and RACGP and/or ACRRM numbers if required) to unlock the modules.

Once you have signed up or updated your account profile, you will need to manually click through to our

Education



ALCOHOL & SSRIs



HALLUCINOGENS & TCAs



OPIOIDS & BENZODIAZEPINES

A resource for health professionals



CANNABIS & MAOIs



NICOTINE & NaSSAs

A resource for health professionals



STIMULANTS & LITHIUM

A resource for health professionals

Side effects of benzodiazepines include: slurred speech, ataxia, impairment. These cognitive impairments can also occur with benzodiazepines. Paradoxically, a benzodiazepine can also cause depression, which is more common in the elderly.

SOME OF THE

A BIT ABOUT NORADRENERGIC & SPECIFIC SEROTONERGIC ANTIDEPRESSANTS (NaSSAs)

NaSSAs are used to treat moderate to severe depression and anxiety disorders. NaSSAs are not generally recommended for mild/moderate cases of depression and anxiety where psychological treatments are more appropriate. NaSSAs are also not recommended as the first-line pharmacological treatment for depression or anxiety, but should only follow an adequate trial of an SSRI (and/or a SNRI).

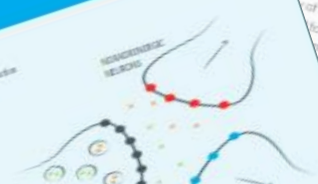
NaSSAs increase the levels of serotonin and noradrenaline in the brain. They act by blocking alpha-2 adrenergic receptors on noradrenaline neurons; this increases noradrenaline activity, and also indirectly increases serotonin. In addition, NaSSAs block serotonin 5-HT₁ and 5-HT₂ receptors; this contributes further to the release of neurotransmitters and impacts the side effect profile of these drugs.

SSRIs and SNRIs are also sometimes used for depression. Mirtazapine is also sometimes used for depression. Mirtazapine is a tetracyclic antidepressant, although it is not a tetracycline antibiotic.

FOR EXAMPLE:

- Mianserin (e.g. Tolvon)
- Mirtazapine (e.g. Avanza, Remeron)

Normal function



disorder since the 1950s, but has been used until the 1990s, but has been used for monitoring mood for monitoring lithium toxicity, arguably the most common cause of depression and used at lower

the body

Heidi Deifel-Carlino

**Senior Counsellor Adis 24/7 Alcohol and
Drug Support**

Dr Hollie Wilson

**Allied Health Manager, Adis 24/7 Alcohol
and Drug Support**

adis

PHN Brisbane North GP

- » Statewide service proudly hosted by Metro North HHS
- » Phone lines: 1800; National Hotline; ADCAS; Tele-D; Clean Needle / Safe Disposal Hotline; Biala Building; Overflow for Metro North After Hours
- » 25-30% of our callers are family members, 10% health professionals
- » ~300 Telephone Police/Court Diversions per month
- » Over 20,000 resources delivered per month
- » Grown from 13 staff to 31 in 3 years



ALCOHOL AND DRUG CLINICAL ADVISORY SERVICE

 **1800 290 928** (free call)

8am to 11pm, 7 days

Phone consults with medical addiction specialists.

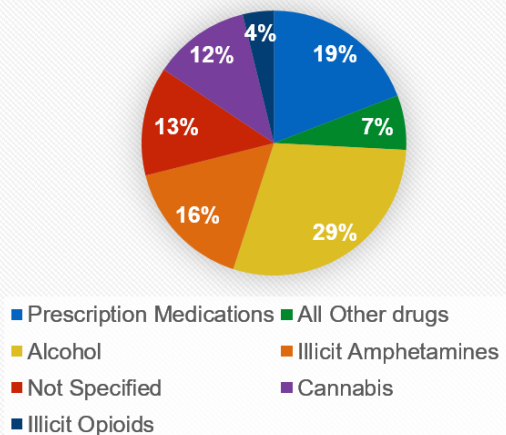
ADCAS



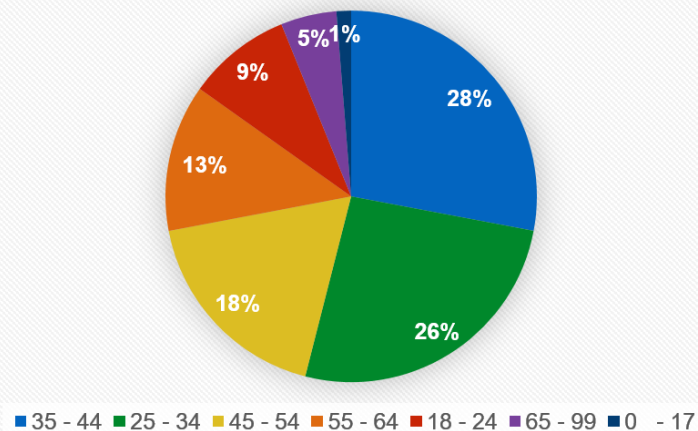
Queensland
Government

Adis stats

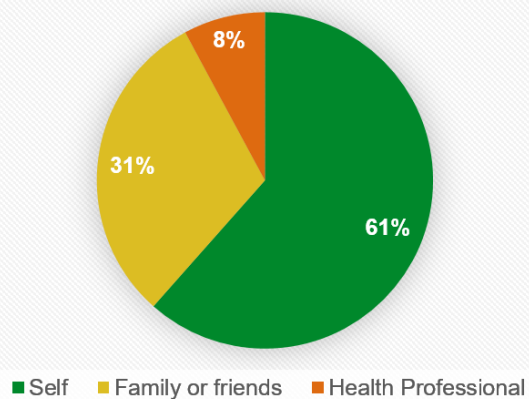
Adis Calls by Drug Type



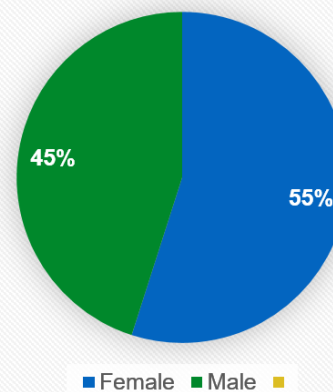
Adis Calls by Age group



Adis Relationship of Caller

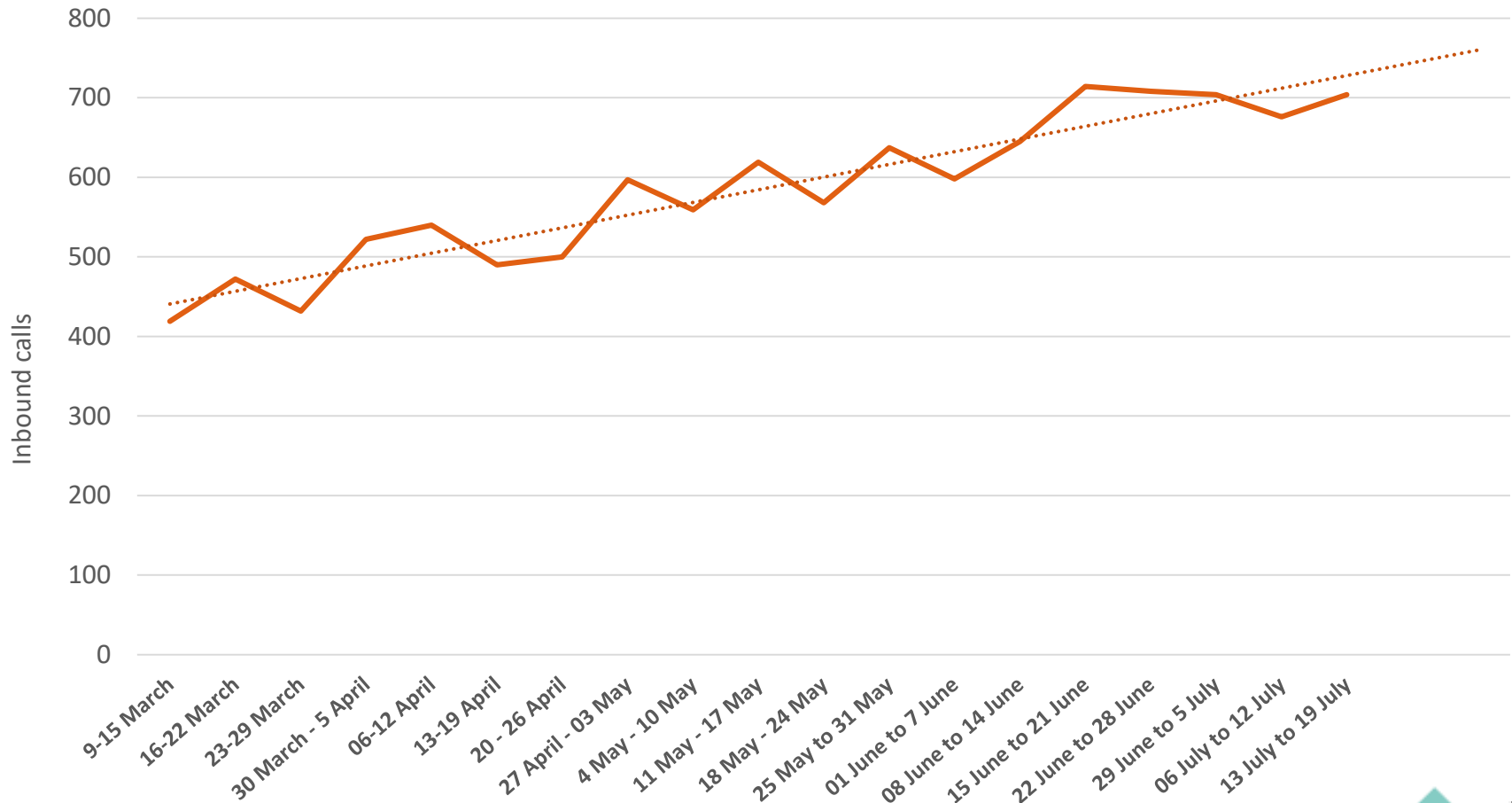


Adis Caller Gender

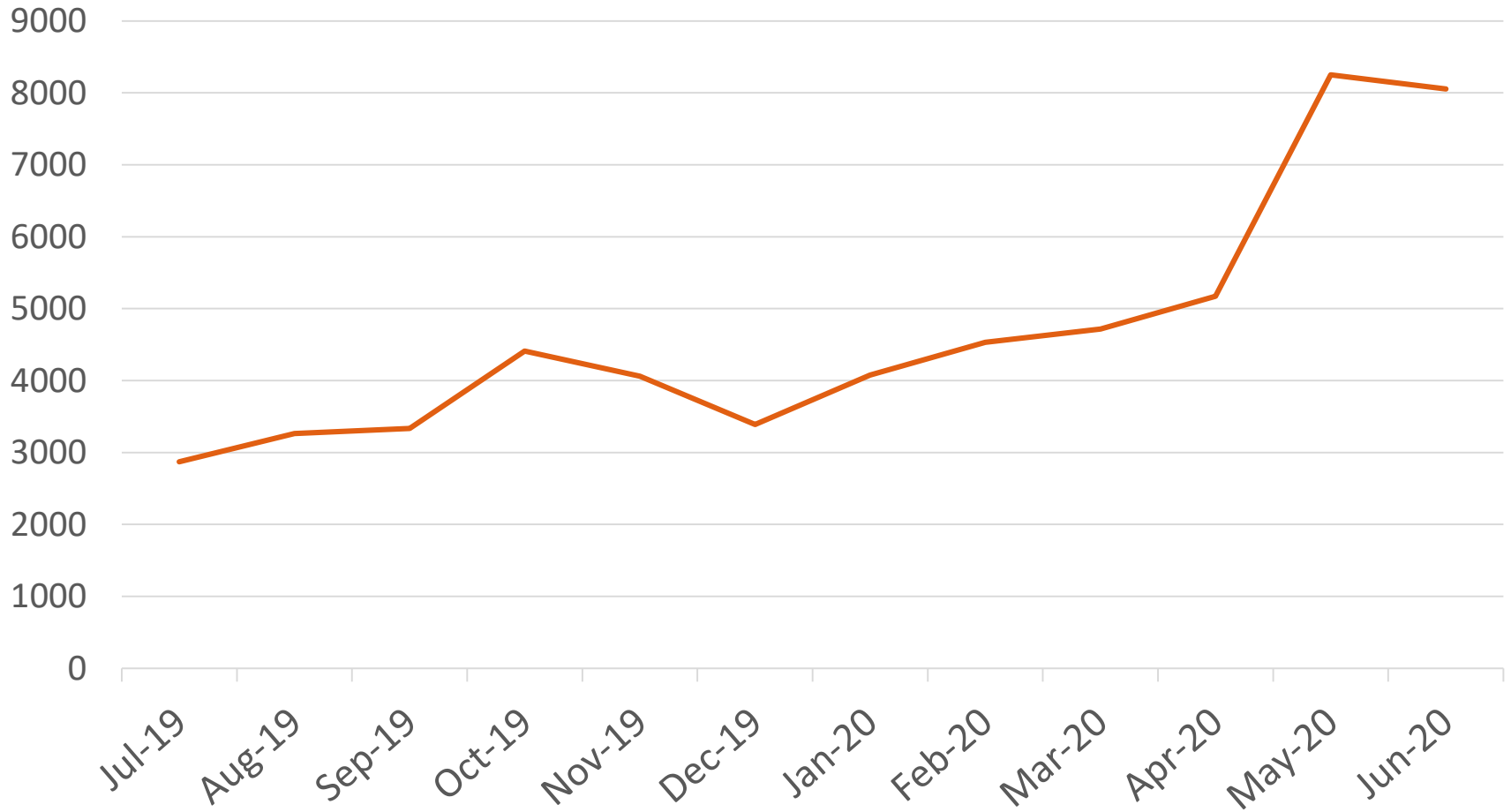


COVID-19 Call Volume

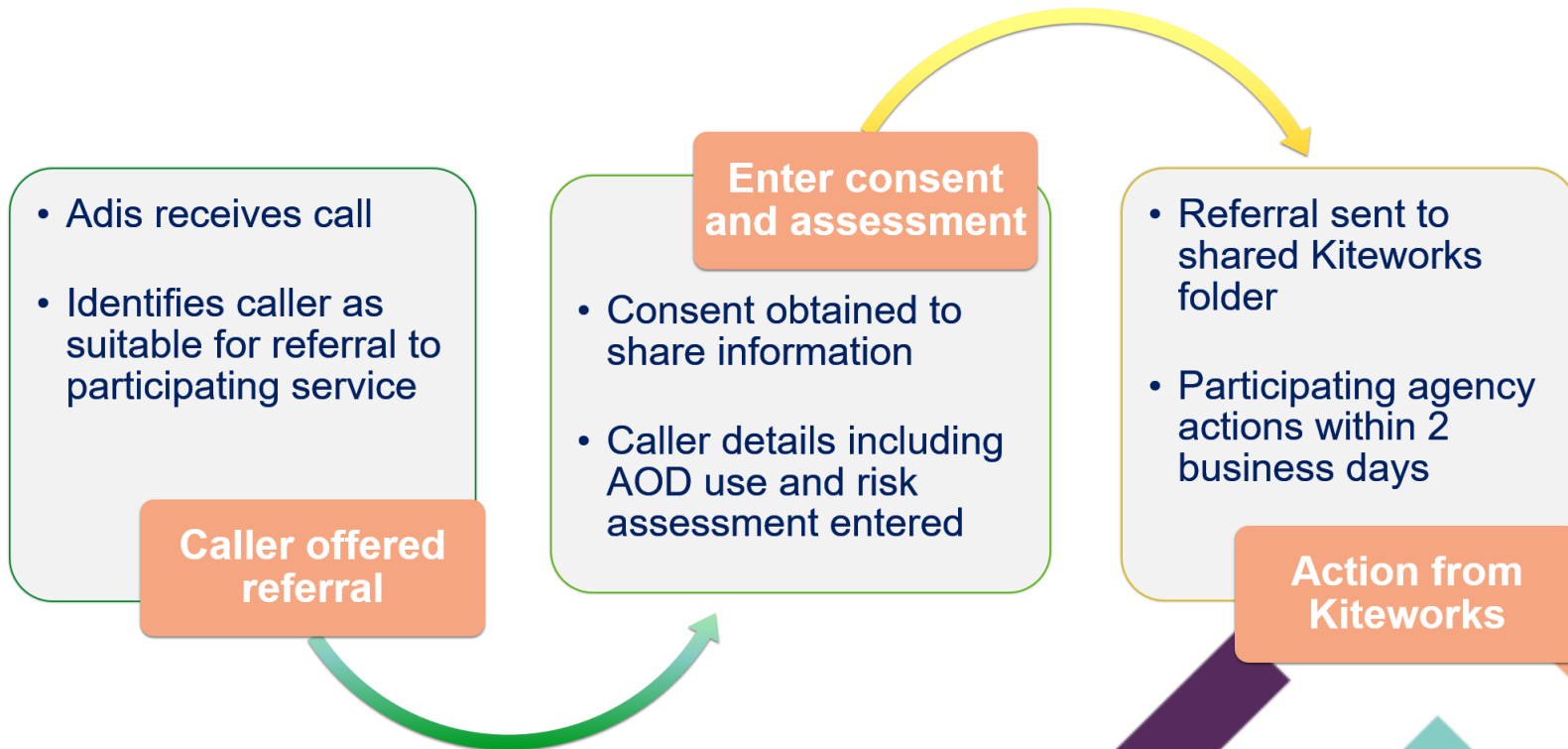
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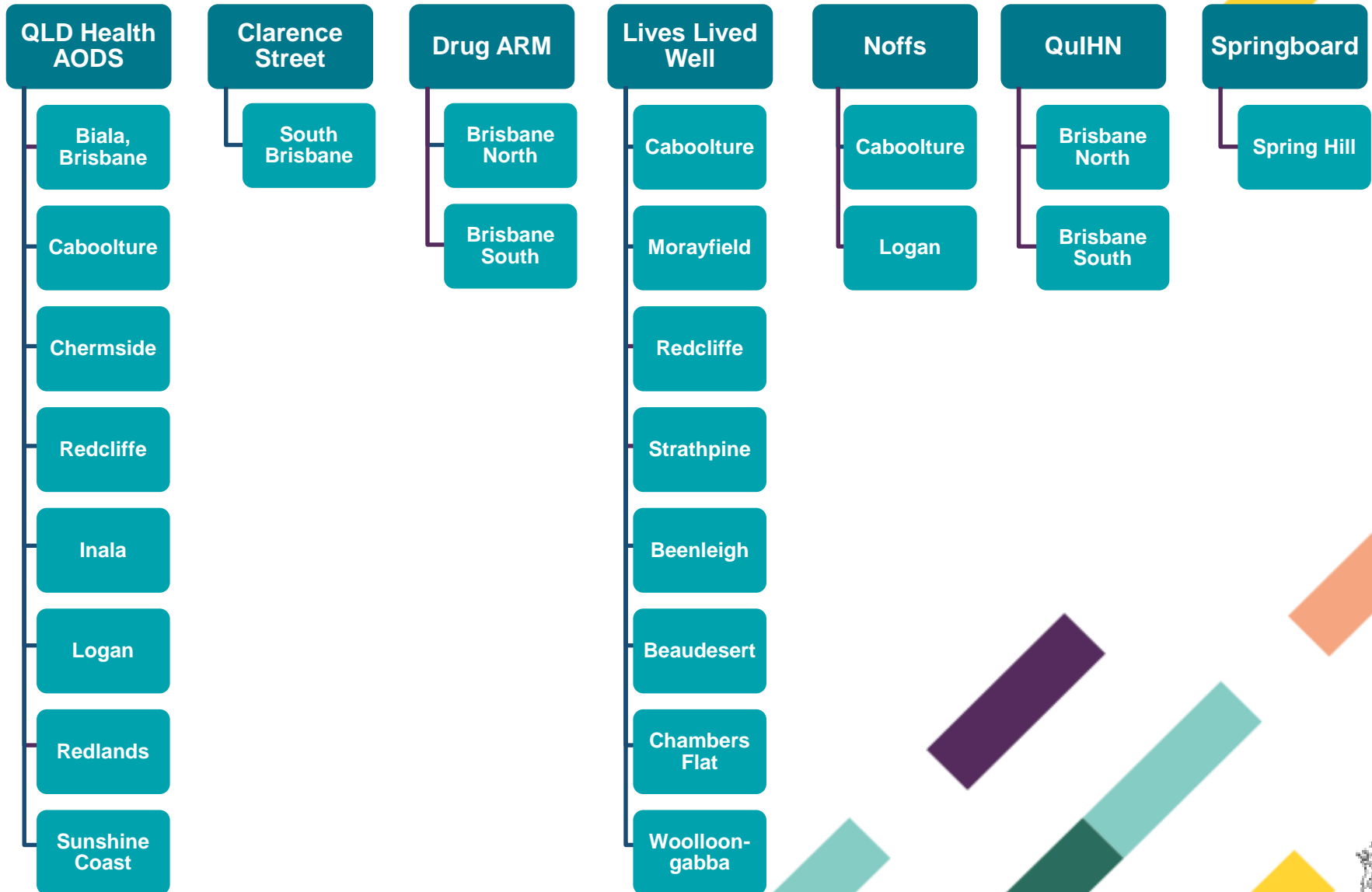


Adis Website Users / month



Direct Referral Model





Model of Care

Inbound call or referral received
(outbound contact made within 24
hours or nominated time)

Harm reduction

Person Centered Care

Risk Assessment and intervention

Engagement

Assessment

Mutual Agreement

Treatment Matching

Intervention

Referral

Support Self Efficacy

Case study-Darlene “I’m looking to go into rehab”

Engagement

-
Open questions,
active listening,
utilising MI from
commencement

Exploration-

Long term hx of
daily alcohol use
one bottle wine
daily. Called due to
impact on
relationship with
partner. Seeking to
cease. Impact on
work/finances.
Unclear about
difference between
detox/rehab.

BPS assessment-

Lives with partner,
not supportive and
disclosed verbal
and sometime
physical violence.
No children, no
other health
concerns.
Depressive
thoughts (K10
completed). No
medications.
Limited social
supports other
than a work friend.
Regular GP.

Risk assessment & management-

No children in her
care
No thoughts of
harming self or
others
DV- Safety plan
established (client
minimises risk
though happy to
discuss what if?
Plan)

Harm reduction advice & Health promotion-

Information provided
about treatment
options.
Encouraged to not
cease alcohol
abruptly. Discussed
how to identify
problematic
withdrawal
symptoms.
Encouraged appt
with GP for
withdrawal
management.
Safety Plan

Interventions-

MI and
change plan.
Plan was to go
to GP for
withdrawal
management
(inpatient not
possible and
unable to get
into AODS
daily). Provided
client with
ADCAS
number if GP
requires
advice.

Offered
Darlene to
call back
during
withdrawal
period
should she
require
more
support.
GP did call
ADCAS
later in day
in relation
to client.



24/7

ALCOHOL AND DRUG

SUPPORT

adis.health.qld.gov.au |  **1800 177 833**
(free call)

Domestic and Family Violence

Kathy Faulkner
Manager, Priority Communities
Brisbane North PHN



Domestic and Family Violence

Disclosure

- believe and validate

Ask

- safe, leaving time of risk

Referral

- DV services, but support if refuse at this time



Domestic and Family Violence

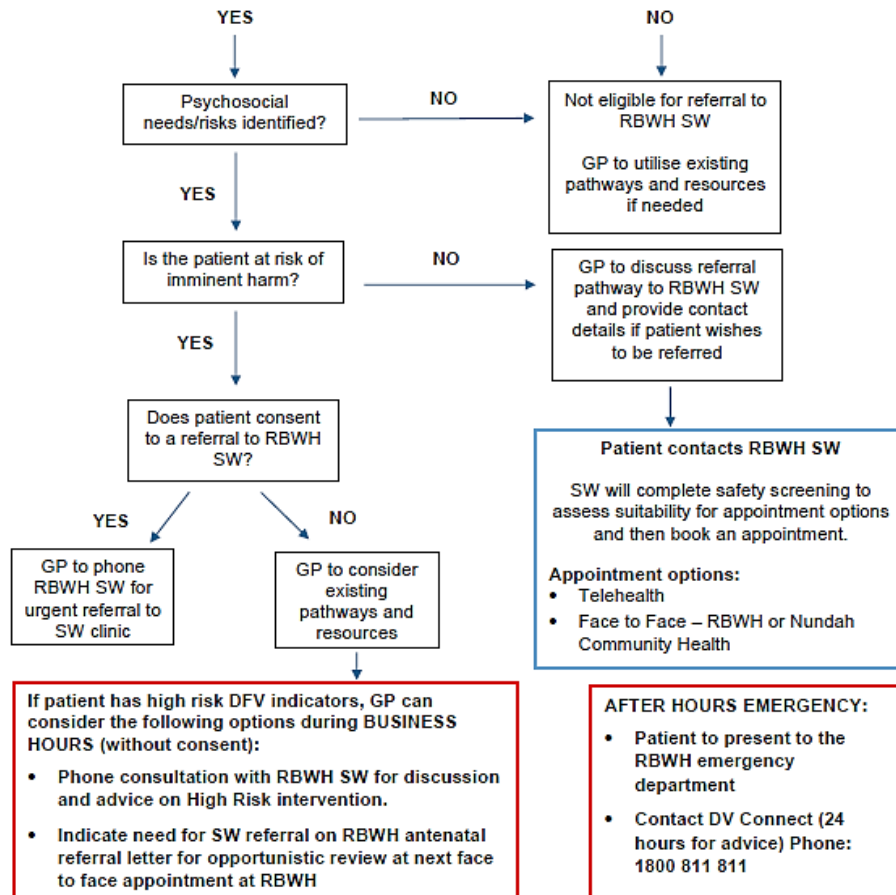
Pregnancy and birth are triggers and COVID changes:

- Models of care – telehealth and disclosure
- Testing e.g. Gestational Diabetes
- Access to S.W. and perinatal mental health services
- Pathways and resources provided



Royal Brisbane & Women's Hospital (RBWH) Social Work Referral Flowchart – GP

Is the patient receiving antenatal care at the RBWH?



**RBWH Department of Social Work Services
Women's & Newborns Team**

Reception: (07) 3646 8268 | **Fax:** (07) 3646 5256

Email: SWS_Mat-Neo@health.qld.gov.au

Business Hours: 8:00am – 4:30pm Monday to Friday



phn
BRISBANE NORTH

An Australian Government Initiative



Perinatal Wellbeing Team

MNHHS

Who can use the service:

- **Women 18+**
- **Metro North health area:**
 - Antenatal
 - Postnatal
 - Partners of perinatal

Referral:

- Self
- GP / Health Care professional involved in pregnancy or postpartum care



Perinatal Wellbeing Team

MNHHS

- **Nurse led**
- **Support women, partners, families**
- **Perinatal**
- **Non-acute**
- **M-F: 8:00 - 4:30**

Offer:

- Pre-conception medication advice clinic
- Specialist perinatal MH
 - assessment, liaison and education (ante+postnatal)
- Referral - Psychiatry or Nurse Practitioner
- Telephone consult
 - GP support (medication use in pregnancy, breastfeeding)



Domestic and Family Violence

COVID:

- **24% increase, have we seen it all yet?**
- **When and where we screen**
- **Increasing severity**
- **Child to mother**



