



Low intensity psychological therapies

Wednesday, 3 May 2023

Webinar

Dr Caroline Clancy – GPLO, Metro North Health and Brisbane North PHN

Acknowledgement

Metro North Hospital and Health Service and Brisbane North PHN respectfully acknowledge the Traditional Owners of the land on which our services and events are located.

We pay our respects to all Elders past, present and future and acknowledge Aboriginal and Torres Strait Islander people across the State.

Program

6.30pm - Welcome & GPLO Update

6.45pm - eMHPrac

Overview of digital mental health resources

**7.15pm - New Access Program – Richmond Fellowship
Queensland**

Service overview – time-limited, structured intervention

7.45pm - World Wellness Group

CALD services

8.15pm-8.30pm - Q&A

Metro North – Refer Your Patient

The screenshot shows the Metro North Health website's 'Refer your patient' page. At the top is the Queensland Government logo and navigation links. Below is a search bar and a main navigation menu. The main heading 'Refer your patient' is followed by a subheading 'Information for GPs and other health professionals to help you refer patients to our services.' Below this is a 'Latest updates' section with a red border. To the right is a vertical list of links, with 'GP education & events' circled in red. At the bottom are sections for 'Community health services' and 'Clinical advice services'.

Specialist Referral Guidelines
(condition and specialty based)

GP Liaison page

GP education and events
(previous events, presentations and resources)

Link:
[Refer your patient - Metro North Health](#)

Metro North – GP Liaison and GP Education pages

COVID-19 changes to visiting our hospitals

COVID-19 information

Queensland Government

Contact us

About us

News

Events

Get involved

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Print

Metro North Health

Search...

Home

Refer your patient

Hospitals & services

Health professionals

Research

Careers

Home / Refer your patient / General Practice Liaison

General Practice Liaison

GP Liaison Officers (GPOs) support the partnership between primary care and the Metro North Hospital and Health Service (MNHHS). GPOs are medical officers that are dedicated to improving communication, pathways and services between primary care and the hospital system to better patient outcomes.

What we do

GPOs are in a unique position to work with the MNHHS to provide guidance and support to both primary and hospital sectors. GPOs work across a range of services and hospitals and look to assist services by:

- Providing information and guidance on referral pathways and navigating services such as [Refer your patient](#), [Health pathways](#), [GP Smart Referrals](#) and [The Viewer](#)
- Enhancing communication between primary, community and hospital care
- Identifying and addressing service gaps especially at the interface between primary and secondary care
- Developing appropriate clinical pathways between settings
- Curating GP education
- Improving patient experience through continuity of care
- Involvement in innovation and co-design of services by providing primary care perspective and engagement

For further information about or to engage with the GPO program, please contact us at MNGPLO@health.qld.gov.au

Useful Information

Outpatient Referral Pathways

Request for Medical Records (ROI) and Accessing Patient Information

Electronic Communication Support for GPs

Complaints, compliments and feedback

Other useful contacts and services

GP education

Digital GP update

Contact us

For more information about the General Practice Liaison Program or to provide feedback, please email MNGPLO@health.qld.gov.au

Refer a patient

Access the [referral guidelines](#) to refer a patient.

Referral Enquiries

To speak with a staff member about progress of referrals, please call the GP Referral Enquiry Hotline on **1300 364 938**

COVID-19 changes to visiting our hospitals

COVID-19 information

Queensland Government

Contact us

About us

News

Events

Get involved

Resize font

Print

Metro North Health

Search...

Home

Refer your patient

Hospitals & services

Health professionals

Research

Careers

Home / Refer your patient / GP education and events / GP education

GP education

Education resources

Cardiology

Fracture Management resources

Genetics

Gynaecology resources

Haematology and Oncology resources

Heart Failure Resources

Kidney Health resources

Maternity resources

Mental Health Resources

Neurology resources

Paediatric Resources

Persistent Pain Management

Respiratory Resources

Rheumatology resources

Spinal health resources

Contact

Email: MNGPLO@health.qld.gov.au

Refer a patient

Access the [referral guidelines](#) to refer a patient.

Call the GP hotline for enquiries about referring on **1300 364 938**

Useful Information

- + Outpatient Referral Pathways
- + Request for Medical Records (ROI) and Accessing Patient Information
- + ~~Electronic Communication Support for GPs~~
- Complaints, compliments and feedback

Metro North Hospital and Health Service welcomes feedback from health providers. If you would like to give positive or constructive feedback regarding specific patient care, please contact the treating team directly if able. Alternatively, you can contact patient liaison at the relevant hospital.

Note: If your feedback is regarding an outpatient referral prior to the patient being seen, please contact CPIU.

For complaints from patients or from GPs on their behalf:

- RBWH Ph: (07) 3646 8216, email: RBWH-PLS@health.qld.gov.au or the online feedback form
- TPCH Ph: (07) 3139 4479, email: tpch_clo@health.qld.gov.au or the online feedback form <https://metronorth.health.qld.gov.au/tpch/contact-us>
- Redcliffe Ph: (07) 3883 7043, email: Redh-Feedback@health.qld.gov.au
 - For patient centred feedback, please contact the team directly, compliments can be sent via the online form <https://metronorth.health.qld.gov.au/redcliffe/contact-us>
- Caboolture Ph: (07) 5433 8888 (ask for CLO), email: CAB_CLO@health.qld.gov.au
- STARS Email: STARS_patientExperience@health.qld.gov.au

If you would like to give feedback regarding referral platforms, health pathways or other affiliated systems, please contact the GPLO team. Also, if you are a health provider and have been unable to resolve an issue regarding a patient and would like assistance, would like to give a compliment or offer a suggestion that would improve our service, please contact the GPLO team at MNGPLO@health.qld.gov.au.


- + Other useful contacts and services
- + GP education
- + Digital GP update

Individual
hospital
contacts



Metro North Virtual ED

Virtual Emergency Department

 Open: 7 days
(8am-10pm Monday to Sunday)



Metro North Virtual ED offers alternative pathways that can help avoid waiting in an Emergency Department.



Patients


You can use this service if you:

- Live, are visiting or receive your treatment in Queensland
- Have a device that can enable a telehealth consultation (video, audio, internet)
- Can't make an urgent appointment with a General Practitioner

[Virtual ED \(patients\) >](#)

DO NOT use the Virtual ED for the following medical problems:

- Chest pain
- Breathing problems or turning blue
- Comatose or unconscious
- Sudden inability to move or speak, or sudden facial drooping
- The effects of a severe accident

 **In an Emergency
DIAL 000**



GPs

The Virtual ED provides GPs and other primary healthcare clinicians with access to specialist emergency medicine assessment, by telephone or video conferencing.

It is a safe, fast and efficient way for you to consult with an emergency physician and use real-time technology to align treatment and ongoing services for your patient.

[Virtual ED \(clinicians\) >](#)

The Metro North Health Virtual ED Service is for Queensland GPs only.

This is a clinician only service. Patients can contact the Virtual ED direct via the [Patient Virtual ED service](#).



QAS

The Virtual ED provides QAS clinicians with access to specialist emergency medicine assessment, by telephone or video conferencing.

Virtual ED is focussed on working with clinicians to extend the options available to patients who access healthcare through the QAS but may not require assessment or admission at an emergency department.

[Virtual ED \(clinicians\) >](#)

This is a clinician only service. Patients can contact the Virtual ED direct via the [Patient Virtual ED service](#).

How to access Metro North Virtual ED:

Call 1800 847 833 (1300 VIRTED)

7 days: 0800 – 2200


Virtual ED is aware that your time is precious.


GP calls are prioritised.

You will be connected to an experienced emergency nurse and will speak with a FACEM. Please have the following information ready:


- Your name and phone number
- The patient's name, date of birth, hospital number (if available) and brief description of the problem
- The practice phone number

Brisbane North Health Pathways

 Search HealthPathways



Brisbane North HEALTHPATHWAYS

 **Health Alert**
 COVID-19 – Many patients are self-managing in the community and may contact their GP for care and advice. See [COVID-19 Case Management](#) for guidance and [COVID-19 Requests](#) for local escalation processes.

Latest News

30 May

Free influenza vaccinations

Free influenza vaccines available from GPs and pharmacies from now until the end of June for all Queenslanders aged six months and older. [Read more...](#)

16 September

COVID-19 guidance

See the [COVID-19](#) section for the latest clinical guidance and [check latest public health updates](#)

Pathway Updates

NEW – 11 July
[Challenging Behaviours in Adults with Intellectual Disability](#)










NEW – 8 July
[Autism in Children and Adolescents](#)

Updated – 5 July
[Refugee Health Assessment](#)

Updated – 5 July
[Human Immunodeficiency Virus \(HIV\) Screening and Diagnosis](#)

Updated – 5 July
[Non-acute Chest Pain and Angina](#)

[VIEW MORE UPDATES...](#)

 HEALTH PROVIDER PORTAL
 METRO NORTH HHS
 PHN
 LOCAL RESOURCES
 CLINICAL RESOURCES
 PATIENT RESOURCES
 GP EDUCATION
 NHSD
 

Brisbane North HealthPathways

Username: Brisbane
Password: North

Statewide Portal

<https://qld.healthpathwayscommunity.org>

Username: Queensland
Password: Pathways

Mental Health

In This Section

[Addictions](#)

[ADHD in Adults](#)

[ADHD in Children and Youth](#)

[Anxiety in Adults](#)

[Bipolar Affective Disorder](#)


[Child and Youth Mental Health](#)

[Deliberate Self-harm](#)

[Depression in Adults](#)

[Eating Disorders in Adults](#)

[GP Mental Health Treatment Plan](#)

 [Mental Health Stepped Care](#)

[Physical Health and Mental Illness](#)

[Perinatal Mental Health](#)

[Problem Gambling](#)

[Psychosis](#)

[Suicide Prevention in Adults](#)

[Mental Health Requests](#)

See Also

[Cognitive Impairment and Dementia](#)

[Depression in Older Adults](#)

[Perinatal Mental Health](#)

GP Smart Referrals

Why should I use it?

1. Allows you to attach any test results, imaging reports and other clinical documents from the patient's clinical record or your PC to the referral
2. GP Smart Referrals supports you in provision of essential clinical information, reducing the number of referrals being returned to you requesting additional clinical information
3. Integrated with a service directory to ensure the appropriate speciality closest to the patient's address is identified
4. A more automated referral management system, faster to use and process, which contributes to a streamlined patient journey
5. Automated notifications are issued when the referral has been received by Metro North HHS
6. Improved quality of referrals with essential clinical information to assist with more efficient processing and triaging of referrals.

Brisbane North PHN Digital Health Support Officers
GPSR@brisbanenorthphn.org.au




GP Smart Referrals features

- ✓ A quicker and easier way to refer
- ✓ Refer to the right service first time
- ✓ Templates are linked with referral criteria
- ✓ Referral receipt acknowledgements

- GP Smart Referrals are referral templates that allow for the creation and submission of an electronic referral to a Queensland Health Outpatient Specialty, with the required patient demographics and clinical record auto-populating, reducing time required to submit a referral.
- Integrates with *Best Practice* and *Medical Director* software across Queensland
- Aligned with state-wide referral guidelines to prompt essential referral information required to triage, decreasing the number of referrals returned for additional clinical information.

Health Provider Portal (The Viewer)

**Queensland Government**
Queensland Health

Contact us | Help

Health Provider Portal (HPP)

Frequently asked questions | Terms and conditions

Improving Queensland Health Practitioner's access to patient health information is a key investment initiative of the [Specialist Outpatient Strategy - Improving the patient journey by 2020](#).

This Health Provider Portal (HPP) service provides summary patient healthcare details to registered and authenticated health practitioners. All information on display is provided via secure tunnel access to Queensland Health's read-only clinical application The Viewer. Patient history details span a person's individual treatment and care delivered at any statewide Queensland Health facility. An expected key benefit will see a reduction in the number of duplicate diagnostic tests and investigations being carried out allowing eligible Health Practitioner's to reach earlier and/or improved clinical outcomes for their patients. For more details visit the [Frequently Asked Questions](#) page.

Use of the HPP requires each user to have a QGov login account as well as having registered current and active professional practice details. More details on how to create a new QGov account can be found on the [Better connecting Queensland's General Practitioners \(GP\) and public hospitals](#) page.

Many Queensland GPs have now registered for access to the Health Provider Portal. Please remember to logout when it's not in use. Technical assistance is available, if required, by calling 1300 478 439.

Login with QGov

Better connecting Queensland's Health Practitioners and public hospitals

- The Health Provider Portal provides Queensland's *eligible health practitioners (HPs) with secure online access to their patient' Queensland Health (QH) records.
- This read-only online access will allow HPs to view public hospital information including appointment records, radiology and pathology reports, treatment and discharge summaries, demographic and medication details.

Metro North Health

[Home](#)[Refer your patient](#)[Hospitals & services](#)[Health professionals](#)[Research](#)[Careers](#)[COVID-19](#)[Home](#) / [Hospitals & services](#) / [Mental Health Services](#) / 1300 MHCALL (1300 64 2255)

1300 MHCALL (1300 64 2255)

1300 MHCALL (1300 64 2255) is your first point of contact for mental health services providing support, information, advice and referral.

What happens when I call the number?

When you call 1300 MHCALL, you will be guided to an available mental health operator who will be able to assist you. If you're distressed and need immediate assistance from emergency services, please call Triple Zero (000) in the first instance.

Who will answer my call?


Your call will be answered by a trained administration officer who will briefly gather some personal information to assist us in providing you the best service. You will then either be transferred to a clinician to discuss the reason for your call if your matter is very urgent, or we will arrange for a clinician to call you back at a time convenient to you.


What happens when I am transferred to a clinician?


All mental health clinicians are trained and experienced professionals. They will give you the opportunity to talk about your concerns and then discuss a management plan with you. This may involve further mental health assessment. This process is called a triage and usually takes between 15 and 30 minutes.

www.mymentalhealth.org.au

PHN website

 For crisis support call Lifeline on 13 11 14, MH Call 1300 642 255 or in an emergency call 000


 MY
MENTAL
HEALTH

[Services](#)[Resources](#)[News and events](#)[Consumers and carers](#)[About](#)[Contact](#)


The help I need

Connecting me to the support services I need
in the North Brisbane and Moreton Bay
region.

[What if I'm outside of North Brisbane and Moreton Bay region?](#)



I'm seeking support for
myself or a loved one



I'm a healthcare
professional

HEAD TO HEALTH

- The national **Head to Health phone service** provides assessment and navigation to connect people to the right mental health services for them.
- Head to Health is a free service, available for anyone who needs mental health and wellbeing support. Head to Health is also available to friends, carers, families, **GPs and other health professionals to help find a suitable service for the people their supporting.**
- When you call, you will be asked to enter your post code and then the call is routed through to the local Head to Health team. You can call Head to Health on 1800 595 212 (Monday to Friday 8.30 am – 5.00 pm)

headtohealth.gov.au

Head to Health is a collaborative initiative of Primary Health Networks and funded by the Australian Government.

1800 595 212

HEAD TO HEALTH

Head to Health will support General Practice by:

- Making it easier for GPs and other health professionals to navigate and understand the mental health system, including their capacity to find and refer their patients to services.
- Gain access to service navigation support to understand services available in the region, including eligibility wait-times and costs
- Access to specialist assessment expertise to help identify the appropriate level of mental health care to meet patient needs
- Support in completing referrals to PHN-commissioned services using the rediCASE e-referral form

headtohealth.gov.au

Head to Health is a collaborative initiative of Primary Health Networks and funded by the Australian Government.

1800 595 212

IAR Decision Support Tool


[About us](#)

[Programs for our community](#)
[Primary care support](#)
[News & events](#)
[COVID-19](#)

HOME / PRIMARY CARE SUPPORT / INITIAL ASSESSMENT AND REFERRAL -
DECISION SUPPORT TOOL

Initial Assessment and Referral - Decision Support Tool

New decision support tool to help you connect your patients with the right mental health support, quickly.



Redicase referral

[Cancel Referral](#)
[Download](#)
[Select Service Provider](#)

My Mental Health Services Referral

For all enquires and referral support, contact the Head to Health Service Navigators

8:30am - 5:00pm Monday to Friday

Call: 1800 595 212 Email: headtohealth@brisbanenorthphn.org.au



Brisbane North PHN commissions a range of mental health, suicide prevention, and drug and alcohol services across the North Brisbane region. The information provided on this referral form will be used to assist you to select a service that is matched to your client's needs. Please note, services are restricted to people living in the North Brisbane PHN region.

Referrer Details

Referral Date *	Referrer Name ⓘ *	Practice Name ⓘ
<input type="text" value="17/04/2023"/>	<input type="text"/>	<input type="text"/>
Practice Postcode	Provider Number ⓘ	Practice Email
<input type="text"/>	<input type="text"/>	<input type="text"/>
Phone ⓘ	Fax ⓘ	
<input type="text"/>	<input type="text"/>	

Reason for Referral *

Please contact Jess
at iar@brisbanenorthphn.org.au or on
07 3490 3484 if you have any questions
about the IAR-DST or the IAR-DST
training.

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

For acute/hospital presentations, please contact **1300 MH Call - 1300 64 2255** or if an emergency, contact **000**.

	Low intensity			Mild/moderate intensity		Moderate intensity	High intensity		Crisis services
SERVICE	IUIH Social and Emotional Wellbeing (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								
	Richmond Fellowship Queensland - New Access 1300 159 795	World Wellness Group - Problem Management Plus 07 3333 2100	Peach Tree Perinatal Wellness - Sunshine Parenting Program 0468 449 430	headspace Caboolture 07 5428 1599 Nundah 07 3370 3900 Redcliffe 07 3897 1897 Indooroopilly 07 3157 1555 Strathpine 07 3465 3000	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 Hub: Caboolture 07 4593 0500	Safe Spaces Community 07 3004 0101 Neami 07 3493 6710 Stride Caboolture 07 5232 1590 Redcliffe Youth Space 07 435 827 817
AGE	12 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	All ages
DESCRIPTION	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.	Safe Spaces provides people experiencing emotional distress, friendly and welcoming support, in a safe environment, as an alternative to emergency departments. Safe Spaces open from 5.00 pm –9.00 pm on weekdays and participate in a coordinated calendar of opening hours amongst the 4 spaces, over the weekends.
REFERRAL	GPs can complete a referral to these services through the My Mental Health Services eReferral via the rediCASE GP Integrator. Referrals can also be made by the My Mental Health Services Referral eLink available at phnbnws.redicase.com.au/#1/referral/create . Self-referrals can be made directly with the provider or by contacting Head to Health Service Navigators on 1800 595 212. For further information about referral pathways, please visit www.mymentalhealth.org.au or contact the Head to Health Service Navigators.								No referral required.

SERVICE DIRECTORIES

Head to Health Service Navigators (Brisbane North PHN)

1800 595 212
8.30 am - 5.00 pm

Help to navigate mental health services and supports in the North Brisbane and Moreton Bay region.

Head to Health (Department of Health)

www.headtohealth.gov.au

National website with information, advice and free or low-cost phone and online mental health services and supports.

My Mental Health

www.mymentalhealth.org.au

A guide to Mental Health Services in north Brisbane including Moreton Bay and parts of Somerset.

1300 MH CALL – 24/7 (Queensland Health)

1300 64 22 55

The first point of contact for public mental health services providing support, information, advice and referral..

SUICIDE PREVENTION SERVICES

The Way Back Service

Delivers community based psychosocial support to people at risk of suicide, following a suicide attempt or crisis.

Inner City

Communityfy

07 3510 2727

Redcliffe/Caboolture

Richmond Fellowship Queensland

1300 180 608

Please contact the service directly for referral pathways.

Suicide Prevention Services for the LGBTIQ+ Community

Queensland Council for LGBTIQ Health

07 3017 1777

Provides culturally inclusive, age appropriate support to LGBTIQ+ Sistergirl and Brotherboy people aged 16 years and over who are facing a suicide crisis or are bereaved community members.

Open Doors Youth Service

07 3257 7660

Wrap around support, for LGBTIQ+ people aged 12 – 24 years who have recently attempted suicide, are experiencing a suicidal crisis or have been impacted by suicide.

Centre for Human Potential

3211 1117

Provides holistic support for LGBTIQ+ Sistergirl and Brotherboy people, over 12 years of age, following a recent suicide attempt or suicidal crisis.

Suicide Prevention Services for the Aboriginal and Torres Strait Islander Community

Kurbingui Youth Development

07 3156 4800

Delivers social and emotional wellbeing services to Aboriginal and Torres Strait Islander people who are experiencing a suicide crisis, have recently made a suicide attempt or have lost a loved one to suicide.

ALCOHOL AND OTHER DRUG SERVICES

ADIS 24/7 Alcohol and Drug Support

1800 177 833

For referral, confidential information and counselling.

Lives Lived Well

1300 727 957

Alcohol and other drug treatment located in Caboolture, Morayfield, Redcliffe and Strathpine.

Brisbane Youth Service

07 3620 2400

AOD program/counselling service for young people with substance use and mental health problems (12-25 years).

Queensland Aboriginal and Islander Corp. Alcohol and Drug Dependence Service (QAIAS)

07 3358 5111

Outreach, day and residential rehabilitation services for Aboriginal and Torres Strait Islander people.

QulHN - Queensland Injectors Health Network

1800 172 076 | 07 3620 8111

Outpatient rehabilitation services for people experiencing co-occurring mental health and substance-related disorders.

-  helpline
-  support coordination
-  counselling
-  group support
-  digital
-  withdrawal
-  outpatient services
-  residential rehab

phn
BRISBANE NORTH
An Australian Government Initiative

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** Tackle day-to-day pressures ☐

- For people who need help to tackle everyday life pressures.
- Developed by Beyond Blue—six sessions with a NewAccess coach via phone, face-to-face or video chat.

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

➔ **Neami National—Optimal Health Program (OHP) and Wise Choices** Self-development ☐

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

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

➔ **Peach Tree Perinatal Wellness—Sunshine Parenting Program** Perinatal groups for mothers ☐

- For mothers (with infants aged between 0–12 months) experiencing mild postnatal depression and/or anxiety challenges.
- Peer-led, six week face-to-face group workshops.

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

➔ **World Wellness Group—Problem Management Plus (PM+)** Culturally & linguistically diverse ☐

- For people who identify as culturally and linguistically diverse and who are experiencing anxiety and stress.
- Individual face-to-face, group and telephone sessions supported by multicultural peer support workers who can speak client languages.

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

Presenters:

1. Heidi Sturk, director eMHPrac
2. Lisa Inger, Senior Manager New Access, RFQ
3. Annette Ruzicka, Accredited Mental Health Social Worker & Clinical Social Worker, Program Manager, World Wellness Group

Upcoming GP education events

INVITATION FOR GPs

Common challenges in Primary Care: A focus on Epilepsy

Tuesday 16 May 2023 | online webinar

As part of our GP education series Common challenges in Primary Care, Metro North Health and Brisbane North PHN invite GPs to join us and our panel of experts for an evening of education and discussion.

Care of Epilepsy patients can be challenging requiring a multidimensional and multidisciplinary approach to assessment, treatment and management with a chronic disease mindset. This education event aims to review existing clinical information and management and discuss emerging evidence and current services available for Epilepsy patients including Epilepsy surgery for Refractory Epilepsy. The RBWH Epilepsy team operate a number of clinics and services ensuring timely and appropriate treatment of patients from across Queensland from first seizure to the management of complex Epilepsy.

Join your GP colleagues and specialists from the Metro North Neurology team for case-based learning regarding the diagnosis, assessment and management of Epilepsy. This interactive online education evening will focus on a cross section of case studies for Epilepsy patients across the care continuum to improve clinician comfort in managing complex cases, raising awareness of referral and follow-up options and providing recommendations and tips for the management of patients in general practice. There will be an opportunity to engage with our panel of experts about advice on management, referral options and support services that may be useful for you in primary care.

Program (6.30 - 8.30 pm)

Welcome and GP Liaison update

Epilepsy team introduction and service overview

Case-based learning

- Is this Epilepsy? When can I drive?
- I haven't had any seizures but I think I might be pregnant
- Can my seizures be better controlled?
- My seizures are well controlled, where to from here?

Questions for the panel



Event details

Date: Tuesday 16 May 2023

Time: 6.30 pm - 8.30 pm

Venue: Online webinar

Cost: No cost to attend

Activity ID: 484499
(0.5 EA/1.5 RP)

RACGP CPD Activity		
Educational Activities	Measuring Outcomes	Reviewing Performance
0.5	00	1.5
hours	hours	hours

INVITATION

Palliative Care Evening for Primary Care

Wednesday 24 May 2023 | 5.45 pm - 9.00 pm

Brisbane North PHN is pleased to invite all primary care professionals to join us for an evening of education and networking.

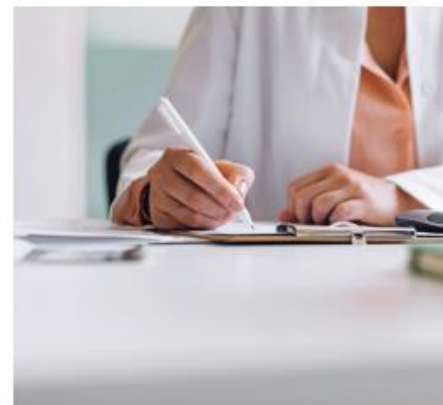
Held during National Palliative Care Week, this event aims to increase the primary care workforce awareness of palliative care services, supports and projects available in the Brisbane North PHN region.

The event will feature presentations from leading experts over a three-course meal, networking, and an exhibition of featured available services and supports.

Primary care teams are fundamental to the delivery of at-home palliative care. With the current establishment of over 34 palliative care projects available to people in the Brisbane North PHN region, there are many services and supports available both for professionals and their patients alike. This event will provide professional development, networking, and take-home reference resources, in one evening.

Registration for primary care professionals to attend is covered by the Greater Choice for At Home Palliative Care measure.

RACGP activity 471313.



Event details

Date: Wednesday 24 May 2023

Time: 5.45 pm - 9.00 pm

Venue: Marque, Victoria Park
309 Herston Road
Herston

Cost: No cost to attend

Registration is mandatory as places are limited.

Thank you!

MetroNorthGPLO@health.qld.gov.au

- Feedback/evaluation forms
- Future topic suggestions



How to Utilise Digital Mental Health in Clinical Practice

Heidi Sturk
Director eMHPrac
School of Counselling and Psychology, QUT

*(Acknowledgements to Dr Tania McMahon, Clinical Psychologist
and Dr Ruth Crowther, Clinical Psychologist)*



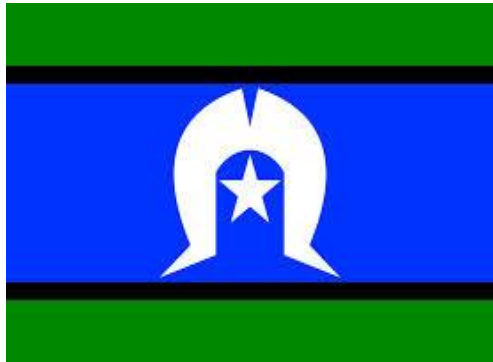
Acknowledgements



I acknowledge the First Nations owners of this land.

I pay respect to their elders, lores, customs and creation spirits.

I recognise that these lands have always been places of teaching, research and learning.



Funded by the Australian Dept of Health

- Provide training and support on digital mental health to health practitioners nationwide
- Track uptake to Australian digital mental health services
- Advise on digital mental health policy



Understanding Digital Mental Health Options



1. Treatment Programs

- Complete courses of treatment (eg. depression, anxiety, OCD, PTSD, insomnia, stress etc)
- Therapist-Assisted or Self-Guided



2. Tools

Information
Sites

Apps

Moderated
Forums

Phone & Online
Counselling

- Apps, websites and other digital tools that support different aspects of mental health but wouldn't be considered a full 'treatment'.

Effectiveness of Online Programs

- Considerable research shows that online interventions can be as effective as face-to-face treatment, particularly if there is additional practitioner support
- Effects can be strong, well-maintained

<https://www.emhprac.org.au/evidence/>

Andrews G, Basu A, Cuijpers P, Craske MG, McEvoy P, English CL, Newby JM. (2018). Computer therapy for the anxiety and depression disorders is effective, acceptable and practical health care: An updated meta-analysis. J Anxiety Disord. 2018 Apr;55:70-78..

Andersson, G. & Hedman, E. (2013) Effectiveness of Guided Internet-Based Cognitive Behavior Therapy in Regular Clinical Settings. Verhaltenstherapie. 23:140-148.

Andersson, G. & Cuijpers, P. (2009). Internet-Based and Other Computerized Psychological Treatments for Adult Depression: A Meta-Analysis, Cognitive Behaviour Therapy, 38:4, 196-205, DOI: 10.1080/16506070903318960

Rising Use of Digital Mental Health

- Over 600,000 Australians accessed digital services for their mental health in 2020-21.

Australian Bureau of Statistics (2021) First insights from the National Study of Mental Health and Wellbeing, 2020-21. <https://www.abs.gov.au/articles/first-insights-national-study-mental-health-and-wellbeing-2020-21>

In 2021-22:

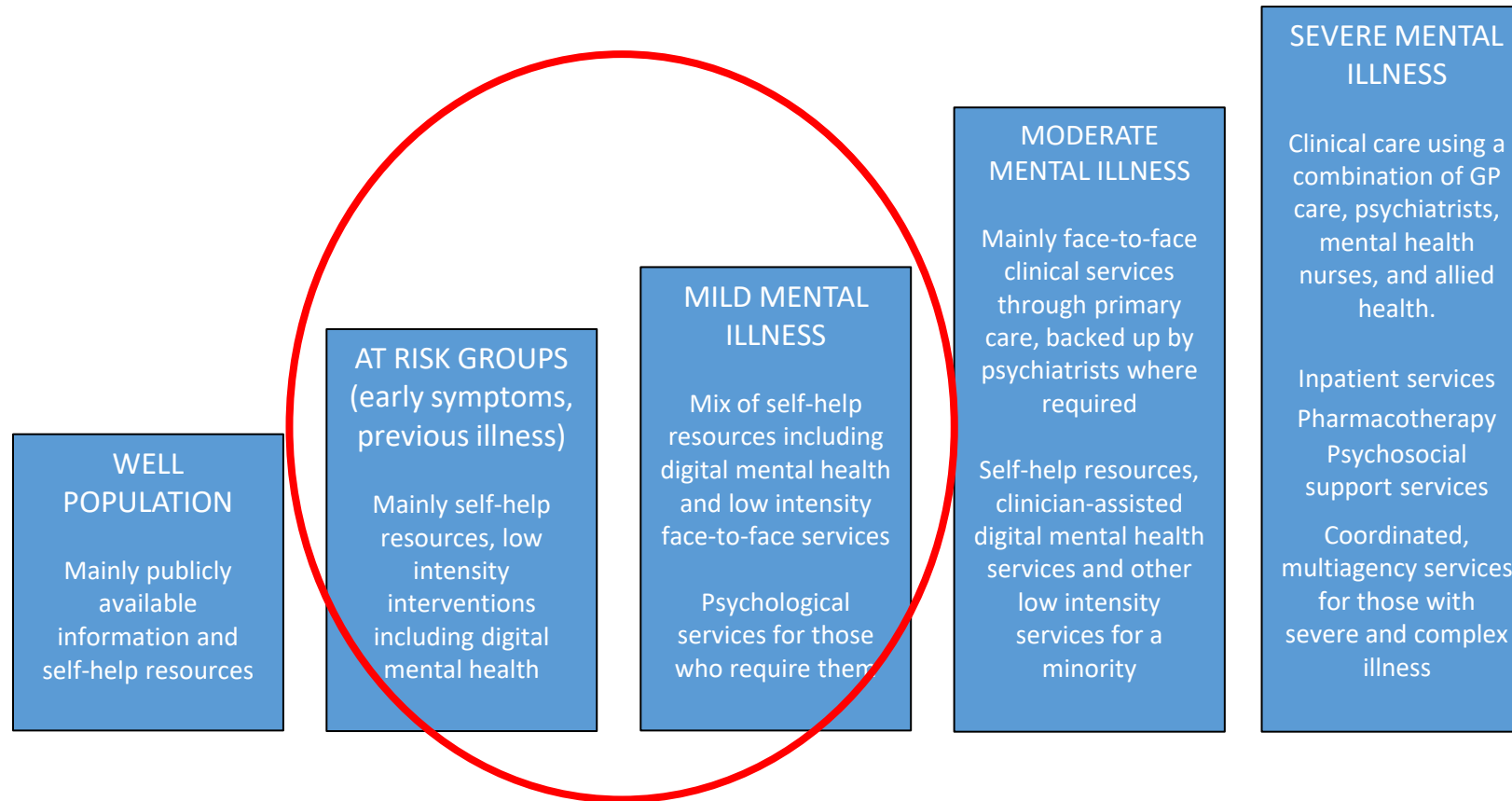
- 160,000+ new registrations to government funded treatment programs
- 50,000 health professional referral to programs
- 250,000+ used webchat counselling services
- 1.3 million+ contacts to phone lines

Why Use Digital Mental Health?

- Access at any time or place
- Affordable or free
- Overcomes stigma or embarrassment
- Easy 'first step' into psychological intervention
- Normalises symptoms and provide hope, empowerment
- High standardization and quality – counteracts “therapist drift”
- Can provide more information than time-limited f2f sessions
- Patient can easily and repeatedly revise
- Routine outcome monitoring to detect symptom changes
- Helps space out limited number of sessions over time
- To help meet demand for mental health support
- To help enhance your clinical care and improve patient outcomes



Stepped Care Model



Fifth National Mental Health and Suicide Prevention Plan 2017

A Caveat...

Not a panacea for everyone

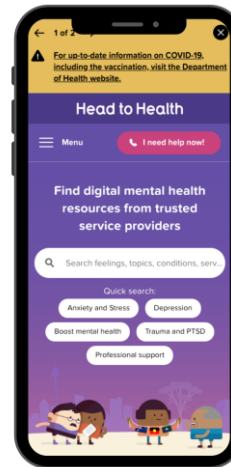
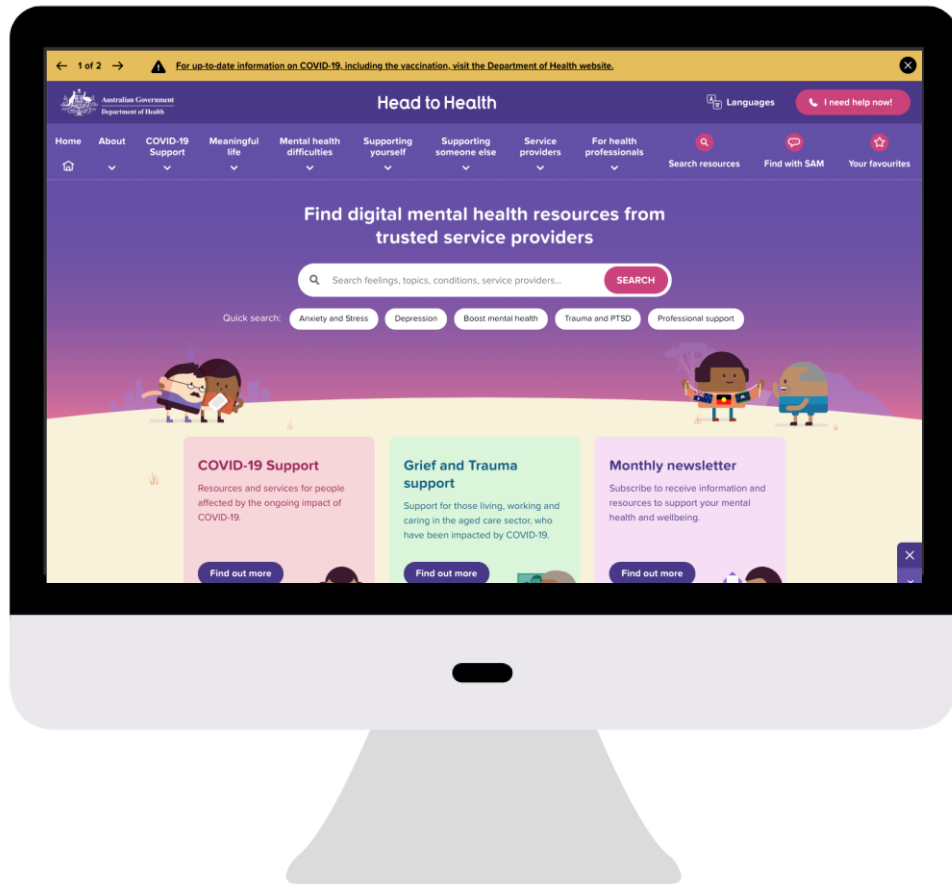
No decisive predictors of who will benefit from digital mental health.
However, may not be appropriate for people who:

- Are acutely suicidal or at risk of harm
- Have significant psychosocial instability or chaos
- Those who are at 'capacity' – too much going on for them
- Specific and defined challenges and difficulties
- Not interested in learning information and skills, looking for something else.

Practitioner Concerns – Where to Start

- Can feel overwhelming, huge range of resources
- Knowledge – what available, evidence, when appropriate to use
- Time – to learn about resources, introducing in session
- Privacy/safety issues
- Monitoring patient

Head to Health – headtohealth.gov.au



- Daily average of 2,400+ sessions in 2021
- Average of 6,300+ referrals to digital resources each month
- Top search terms: anxiety and stress, depression and sleep

National Safety and Quality Digital Mental Health Standards

- The NSQDMH Standards aim to protect service users and their support people from harm.
- Developed in collaboration with consumers, carers, families, clinicians, service providers and technical experts.
- Accreditation provides assurances to service users that a digital mental health service provider meets expected standards for safety and quality.

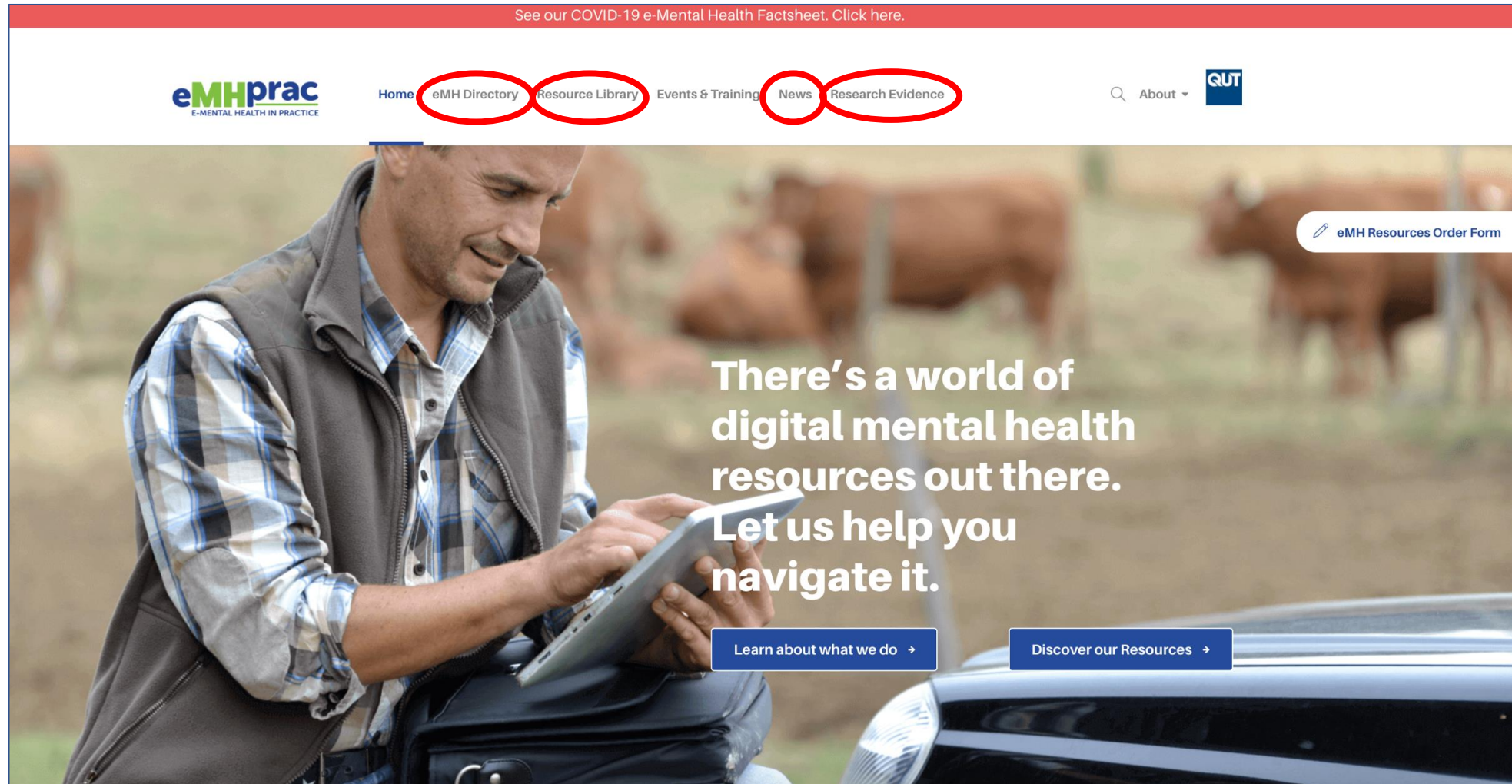
<https://www.safetyandquality.gov.au/standards/national-safety-and-quality-digital-mental-health-standards>



National Safety and Quality
**Digital Mental Health
Standards**



eMHPprac Website – emhprac.org.au



Resource Library

<https://www.emhprac.org.au/resources/>

eMHprac
E-MENTAL HEALTH IN PRACTICE

Managing Your Mental Health Online

Digital Mental Health Gateway

Head to Health
Head to Health
A website that links Australians to free or low-cost online and phone mental health services.
headtohealth.gov.au

Phone and Online Counselling

Lifeline
13 11 14
24/7 phone counselling, and online crisis support chat available each evening.

Suicide Call Back Service
National 24/7 professional telephone & online counselling for anyone affected by suicide.

Beyond Blue
Beyond Blue Support Service 1300 22 4636
24/7 telephone, online and email counselling, and moderated forums.

1800RESPECT
1800 737 732
24/7 phone & online counselling for people experiencing domestic, family and sexual violence situations.

MensLine Australia
1300 78 99 78
Advice, therapy and support for men with family and relationship concerns.

QLife
1800 184 527
Online chat or phone counselling for LGBTIQ+ people.

Butterfly Foundation
1800 33 4673
Telephone, online counselling, referral and online support groups for people with eating disorders.

Open Arms
1800 011 046
Phone and online counselling for veterans and their families.

SANE Australia
1800 18 7263
One-off phone and online support for people with complex mental health needs.

Friendline
1800 424 287
Volunteers "ready for a cuppa and a conversation" to support adults experiencing loneliness.

Young People

Kids Helpline
1800 55 1800
24/7 phone and online counselling for youth (5-25yrs).

ReachOut
Practical tools, support and moderated forums to help youth get through everything from everyday issues to tough times.

The BRAVE Program
Online program for anxiety in children and teens, with parent-support modules.

BITE BACK
Free online activities, information and positive psychology aiming to promote wellbeing and resilience in young people.

Programs

MindSpot
Free clinician supported online programs for stress, worry, anxiety, depression, PTSD, chronic pain and chronic health conditions in adults.

THIS WAY UP
Online, self-guided CBT programs for a range of mental health conditions and wellbeing issues. Own clinician assisted option available.

Mental Health Online
Free online programs for a range of issues, with self-guided or therapist support options.

MyCompass
A free, online interactive self-help CBT service for people with mild to moderate depression, anxiety and stress. It's also appropriate for people who simply want to build good mental health.

MoodGYM
A free, interactive program based on Cognitive-Behavioural Therapy (CBT) and Interpersonal Therapy (IPT) to help prevent and manage symptoms of depression and anxiety.

e-Couch
A free, self-help program with modules for depression, generalised anxiety & worry, social anxiety, relationship breakdown, and loss & grief.

Healthy Mind
An Easy Read program to help people with intellectual disability to recognise and regulate thoughts and feelings.

Centre for Clinical Interventions
Free downloadable self-help workbooks and modules for a range of mental health and wellbeing issues.

Apps

HeadGear
An app with activities and challenges to build wellbeing and reduce depression and anxiety.

MoodMission
An app designed to help individuals overcome low moods and anxiety by discovering new coping strategies.

Smiling Mind
A free website and app teaching mindfulness meditation to young people and adults.

BeyondNow
A free app and online tool that helps users create a safety plan for when experiencing suicidal thoughts.

Aboriginal and Torres Strait Islanders

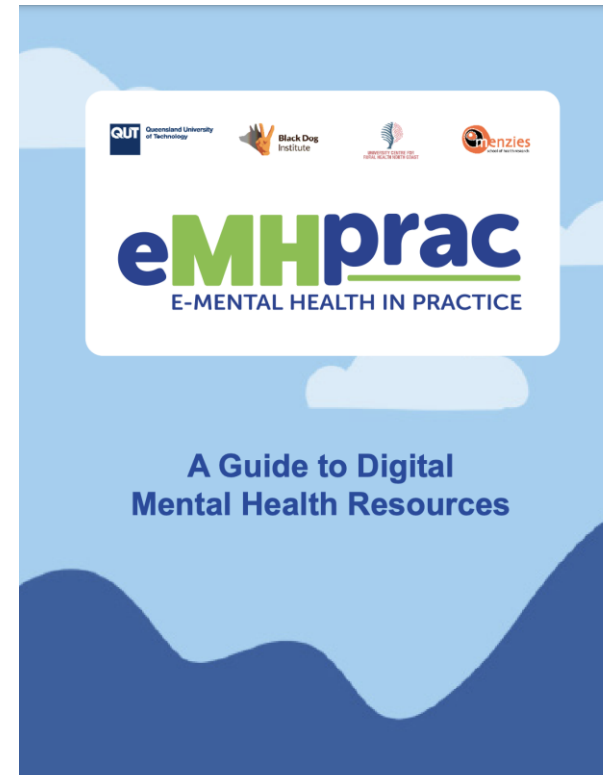
WellMob
Online social, emotional and cultural wellbeing resources for Aboriginal and Torres Strait Islanders.

iBobbly
A social and emotional wellbeing self-help app for young Aboriginal and Torres Strait Islander Australians aged 15 years and older.

13 YARN
Australia's first Indigenous-led crisis helpline providing 24/7 telephone support for Aboriginal and Torres Strait Islander people.

Scan to download a free PDF version from the eMHprac Website

www.emhprac.org.au



September 2022

www.emhprac.org.au

CONTENTS

eMHprac	3
National Safety and Quality Standards, Evidence	4
Key Digital Mental Health Information Sites	5
Australian Digital Mental Health Resources by...	
Crisis	6
Natural Disasters	8
Diagnosis	10
Anxiety	11
Bipolar Disorder	14
Depression	15
Eating Disorders	17
Grief and Loss	19
Physical Health and Disability	21
Relationships	24
Stress/Wellbeing	28
Substance Use & Addictive Behaviours	33
Suicide Prevention	36
Trauma	38
Target Group	40
Carers	41
Child and Youth	44
Health Professionals	48
Indigenous and Other Cultural	49
LGBTIQ+	52
Older Adults	54
Perinatal & Parenting	55
Veterans	60
Organisation	61
Schools	62
Workplaces	64
Delivery Mode	65
Apps	66
Online Peer Support (Moderated)	70
Online Programs	73
Telephone & Online Counselling	79
Information Sites	85

2

eMHprac
E-MENTAL HEALTH IN PRACTICE

QUT Queensland University of Technology

eMHPrac Service/Resource Inclusion Criteria

- Digital mental health services funded by the Australian Government or State Governments (contract processes require safety and security)
- For all other services:
 - The digital service has an evidence-base
 - The digital service has robust IT safety and security in place
 - The digital service is based in Australia and delivering digital services here
 - The digital service is free or low-cost

Resource Library - Fact Sheets

Mental Health Condition

- Addictions
- Alcohol Use Problems
- Anxiety
- Depression
- Domestic Violence
- Grief and Loss
- Managing Stress
- Physical Health Issues and Disability
- Quitting Smoking
- Relationship Conflict or Breakdown
- Sleep Problems
- Substance Use Problems
- Thoughts about Suicide and/or Self-Harm
- Trauma

Target Group

- Autism
- Carers
- High School Students
- LGBTQI+ People
- New and Expecting Parents
- Parents
- Teachers
- Tertiary Students
- Workplaces
- Young People

How To

- Finding Quality Digital Mental Health Tools for Mental Health Professionals
- Frequently Asked Questions
- Getting Started with Digital Mental Health (for Users)
- Managing Mental Health After A Natural Disaster
- **Managing Your Mental Health Online**
- Ten Tips to Help people undertaking digital mental health programs

Newsletters and Podcasts

Sign up for our monthly newsletter and check out our monthly podcast, 'Digital Mental Health Musings'

STAY IN THE LOOP

Don't miss out, [subscribe to our newsletter](#)



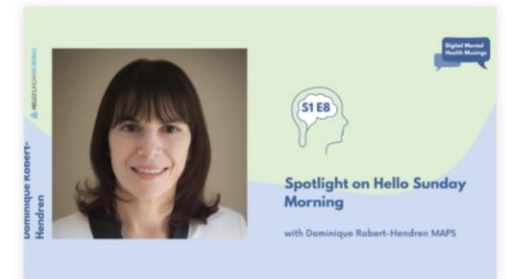
S1E6 | Using Digital Technologies to Reduce...

This episode will discuss digital interventions for alcohol and substance use, how clients...



S1E7 | Yarning about Mental Health - A conv...

This episode will discuss First Nations mental health, the AIMhi project, Stay Strong...



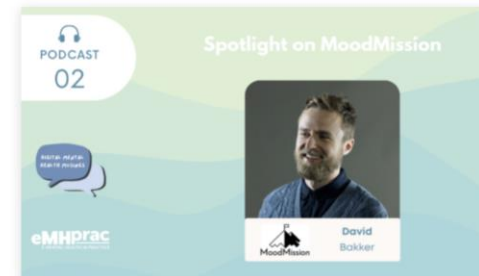
S1E8 | Spotlight on Hello Sunday Morning

This episode will discuss Hello Sunday Morning, the Daybreak app, drinking habits in...



S2E1 | A Collaborative Approach to Navigati...

This episode will discuss TheMHS Learning Network, health system integration to address complexity,...



S2E2 | Spotlight on MoodMission

This episode will discuss the Mood Mission app, its development and role in...



S2E3 | Burnout in Clinical Practice

In this episode of Digital Mental Health Musings host, Dr. Ruth Crowther speaks...

Black Dog Institute Accredited Training

<https://www.blackdoginstitute.org.au/education-services/e-mental-health-in-practice/>

The screenshot displays the Black Dog Institute's Health Professional Resource & Education Hub. At the top, a banner features a woman wearing headphones on the left, a central graphic with the text "Welcome to Black Dog Institute's Health Professional Resource & Education Hub", and a group of healthcare professionals on the right. Below the banner, a section titled "Featured courses" lists six courses, each with a thumbnail image, title, duration, and an "Enrol" button. The courses are:

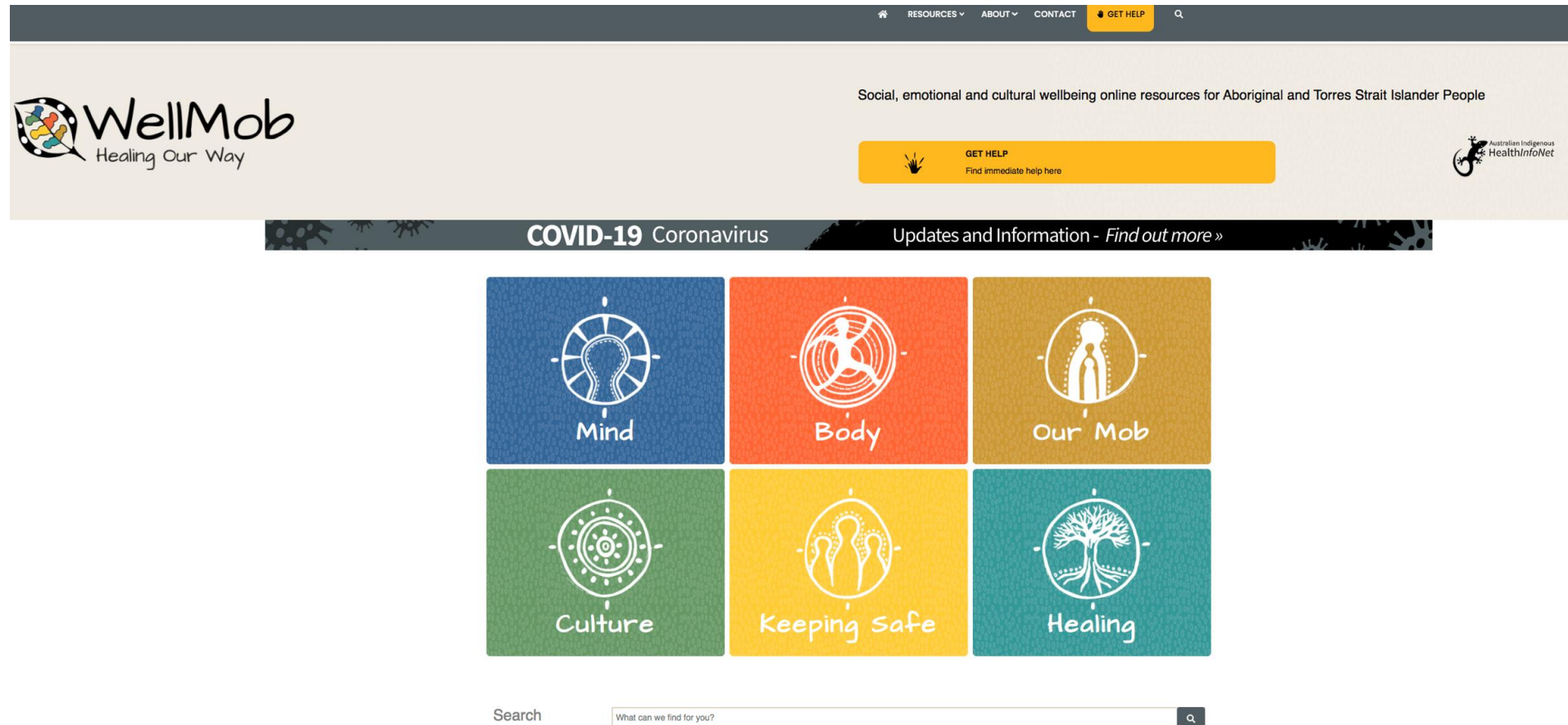
- W59: 24th May live-webinar - Climate Change and Mental Health (Instructor Led Course, 2h) - Choose Session
- W60: 21st June live-webinar - Anxiety Disorders in Women (Instructor Led Course, 2h) - Choose Session
- 50. Smoking Cessation and Mental Health: Quit Using the Online Course - 1h (1 review) - Enrol
- 51. Internet Gaming Disorder (Recorded Webinar) (Online Course - 1h (0 reviews)) - Enrol
- 52. Digital Safety Planning for Suicide Prevention (Recorded Online Course - 1h (0 reviews)) - Enrol
- 53. Overcoming barriers to e-mental health interventions (Online Course - 1h (1 review)) - Enrol

Below the featured courses, there is a section for the "Mental Health Community of Practice". It includes an icon of three people in a circle and the following text:

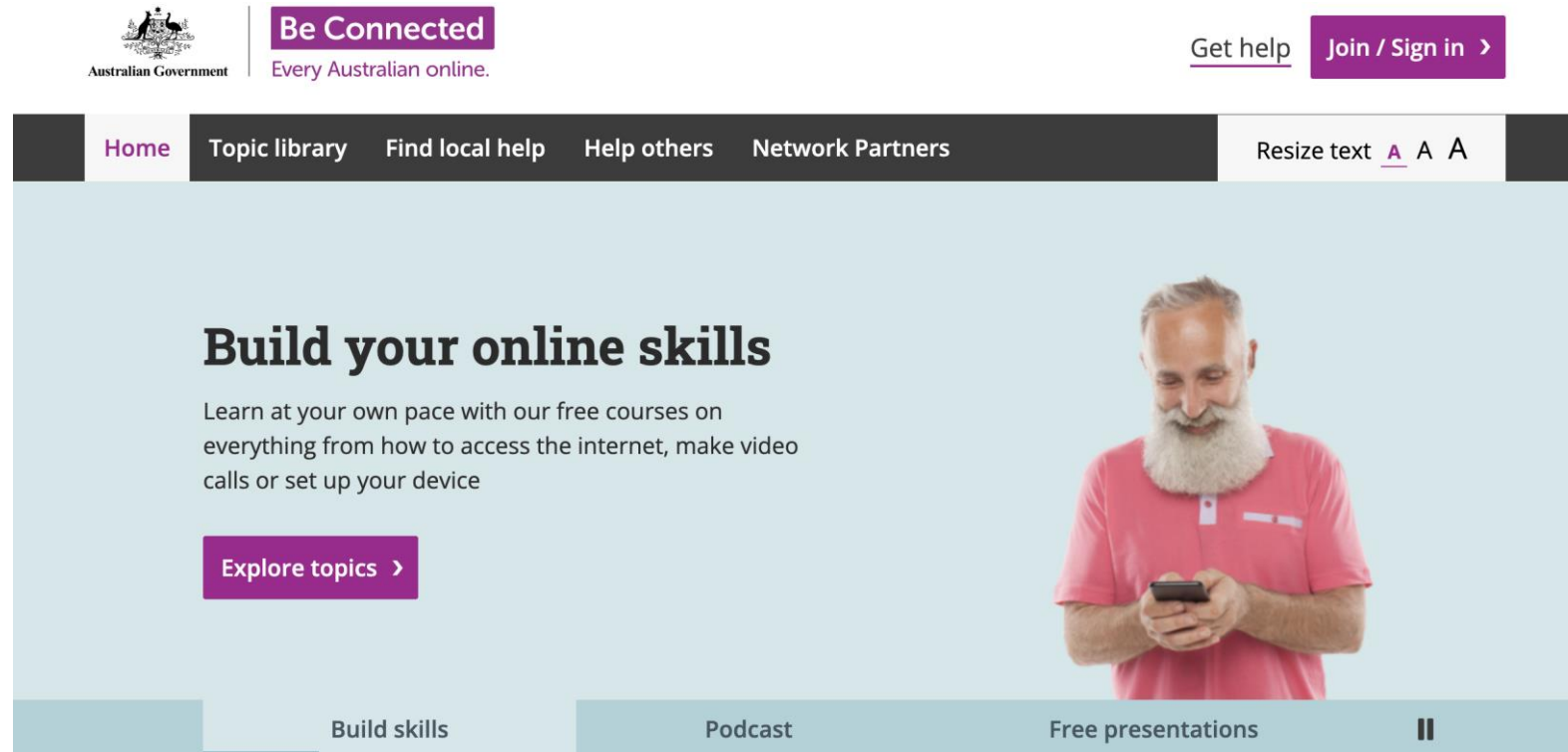
Connect with other health professionals through the **Mental Health Community of Practice**. Exchange knowledge, ideas and experiences with peers via our moderated forums and hear from Black Dog Institute's team of clinicians with interest, skills and experience in mental health.

- Discuss clinical challenges with peers and learn from each other
- Share news about professional development and educational events
- Discuss issues of relevance to your practice and your professional life

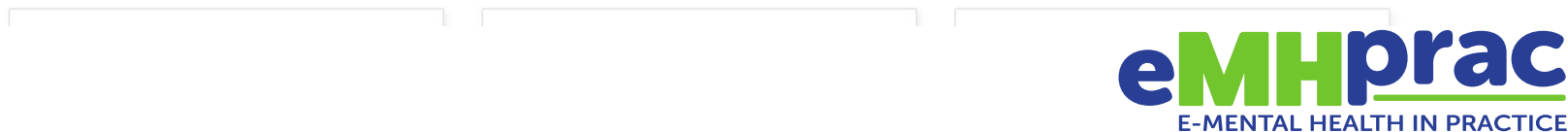
Indigenous Resources – wellmob.org.au



Be Connected – beconnected.esafety.gov.au



Quick links to get started



App Databases



- **One Mind PsyberGuide**

<https://onemindpsyberguide.org/>

OneMind Psyberguide operates out of the University of California, Irvine and Northwestern University.

- **MIND**

<https://mindapps.org/>

Find apps as informed by the American Psychiatric Association's App Evaluation Model - Accessibility, Privacy & Security, Clinical Foundation, Engagement Style, and Interoperability.

Considerations

Is digital MH appropriate for this patient?

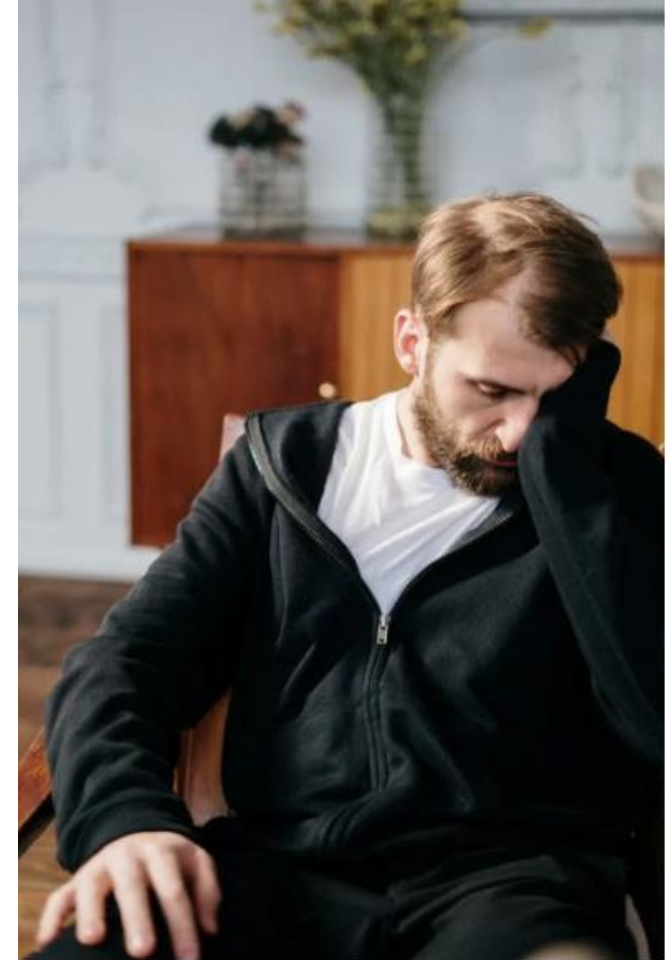
- Do they have access to technology?
- How digitally literate are they? Do they need help logging in?
- Is there a cost?
- Do they need a culturally safe service or a tool in their language?
- How motivated are they? How much support do they need?

But also remember: Digital MH is **not** a panacea and it's okay if it's not suitable for everyone you work with!

Case Study - John

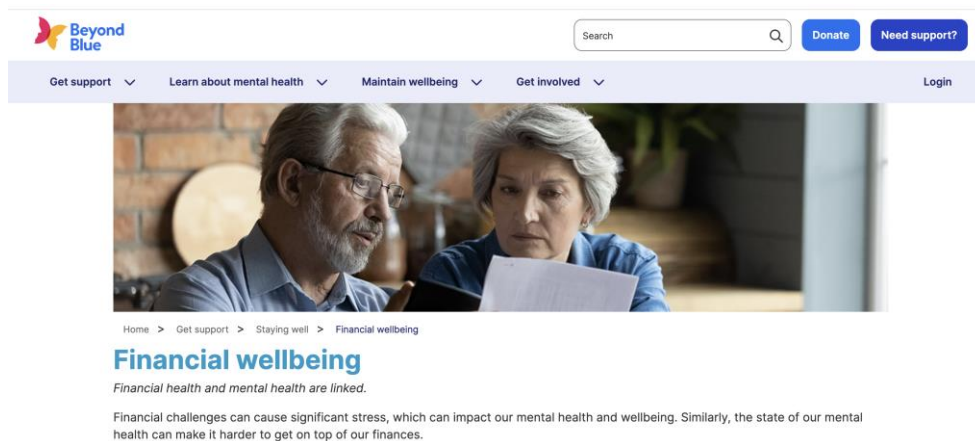
32yo male self-employed tradesman

- Recently started own business – reports finding it stressful
 - Worries about finances. Works in the day and does invoices and banking at night.
 - Partner recently given birth to first child and is on maternity leave.
 - Feels as if he spends no time with his wife and new son – worries he is not being supportive
 - Drinking more to cope with the stress, has had problems with alcohol in the past
 - Open to receiving support and strategies but doesn't have time or money to see a psychologist



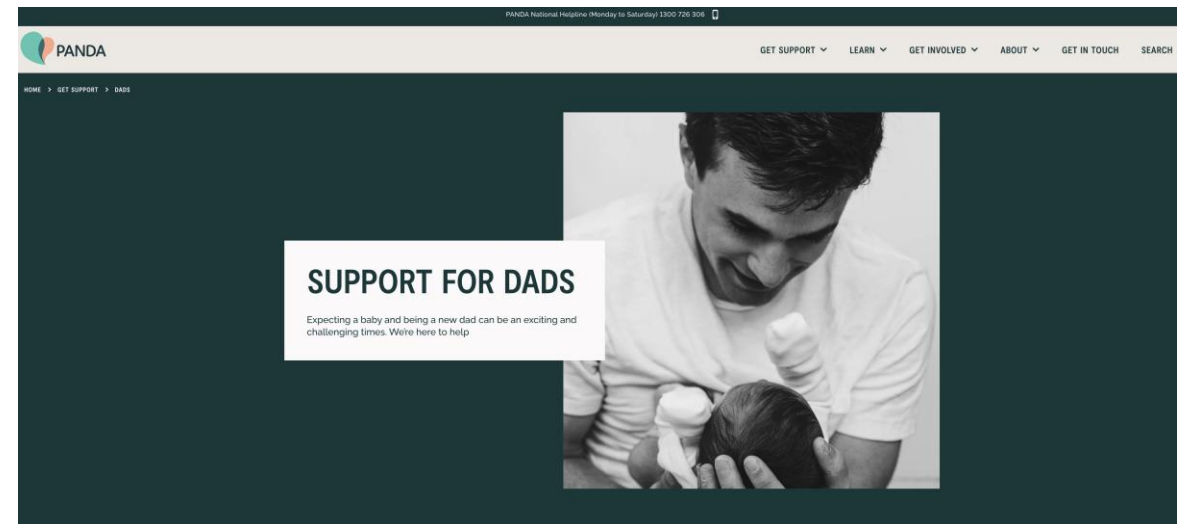
Information and Counselling Options for Stressors

- You recommend a couple of services which provide information and counselling to help with his concerns around finance (**Beyond Blue**) and being a new dad (**PANDA**)



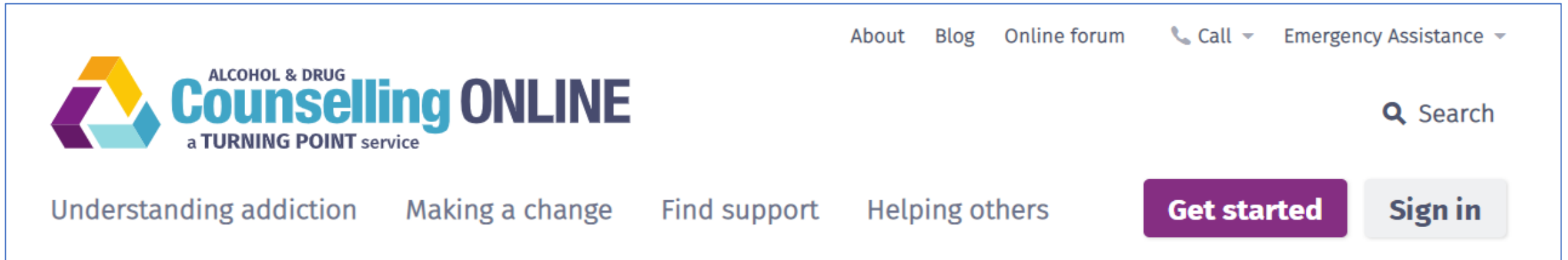
What financial wellbeing support is available?

- Moneysmart
- National Debt Helpline
- Financial Counselling Australia



Counselling and Support for Managing Alcohol

- **Counselling Online** for phone or online counselling, also contains helpful information and self-help modules



The screenshot shows the header of the 'Alcohol & Drug Counselling ONLINE' website. On the left is the logo, which consists of a stylized 'A' made of three colored triangles (yellow, purple, and blue) followed by the text 'ALCOHOL & DRUG Counselling ONLINE' and 'a TURNING POINT service' below it. On the right side of the header, there are navigation links: 'About', 'Blog', 'Online forum', 'Call' (with a phone icon and a dropdown arrow), and 'Emergency Assistance' (with a dropdown arrow). Below these links is a search bar with a magnifying glass icon and the word 'Search'. At the bottom of the header, there are four links: 'Understanding addiction', 'Making a change', 'Find support', and 'Helping others'. To the right of these links are two buttons: a purple 'Get started' button and a light grey 'Sign in' button.

ALCOHOL & DRUG
Counselling ONLINE
a TURNING POINT service

About Blog Online forum Call Emergency Assistance

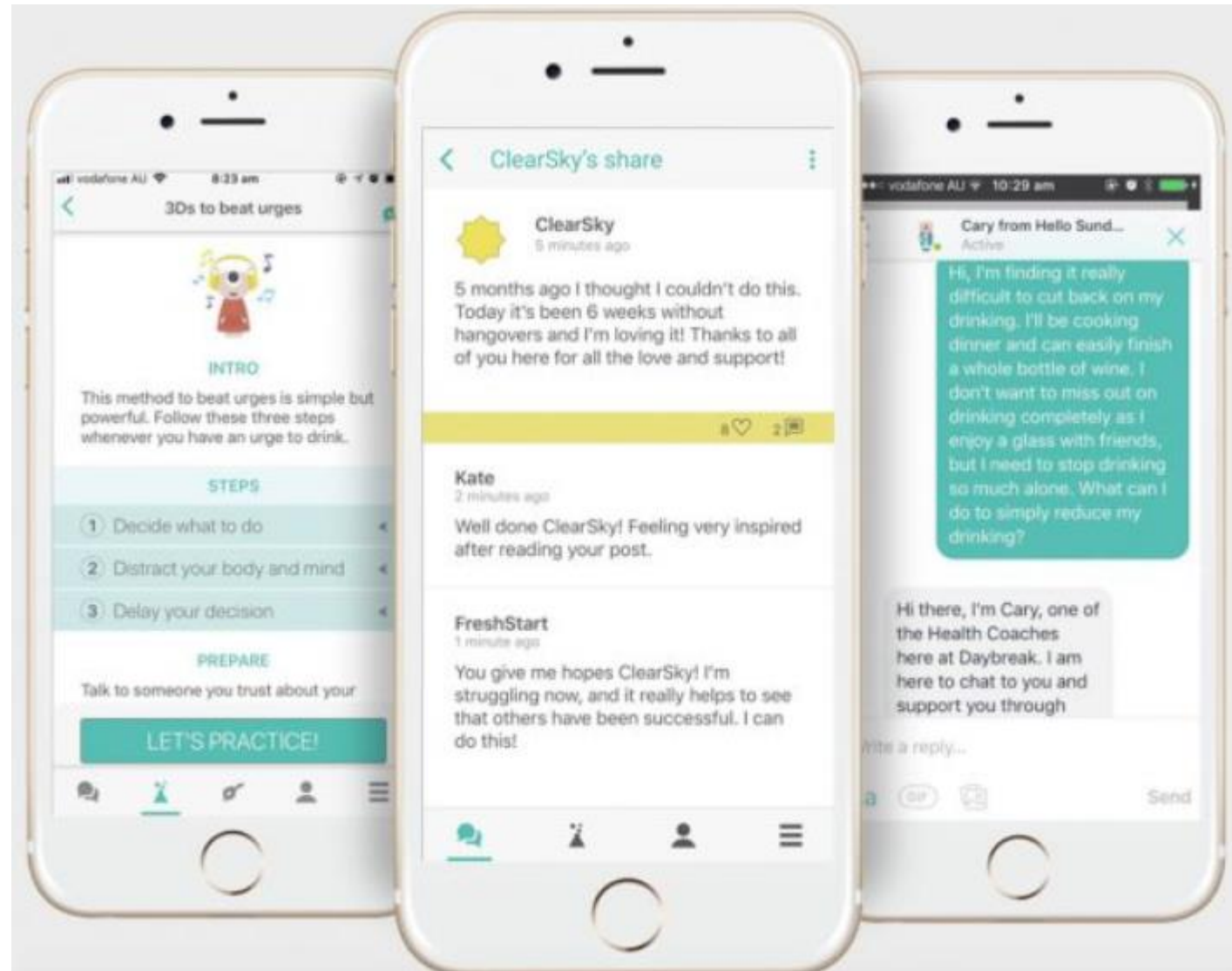
Search

Understanding addiction Making a change Find support Helping others

Get started Sign in

App for Managing Alcohol

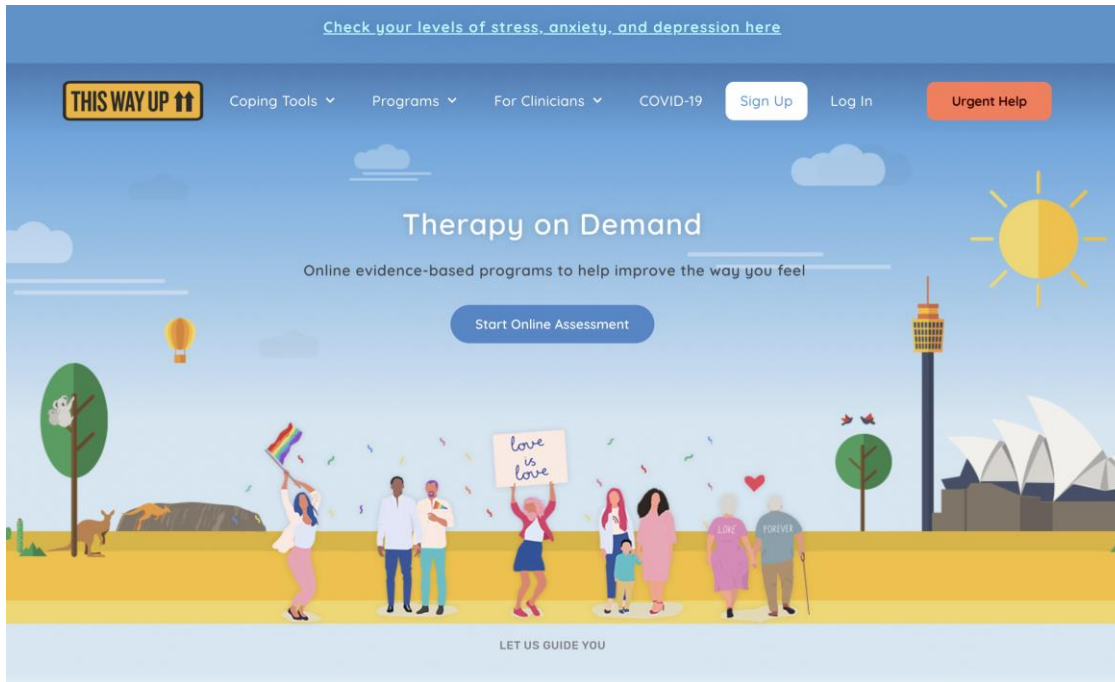
- You show John the **Day Break App** on the computer and explain that it is a supportive community with people at different stages of wanting to change their relationship with alcohol.
- You ask him to download the app to his phone and take a look before returning to see you next week.



Online Programs for Mental Health Support

- You may decide to choose an interactive online program to help John feel that you are giving him some active coping tools and he expresses interest in this option.
- Due to John's financial restraints you choose a free program.
- During the consult, you discover that this is John's first experience of mental health challenges, and as his symptoms appear mostly situational, you choose a program with a focus on general wellbeing.
- You might recommend one of the following programs:
 - **THIS WAY UP** Stress Management Program (self-help)
 - **My Compass** Managing Stress and Overload Module (self-help)
 - **MindSpot** Wellbeing Course (with therapist support)

Online Program: THIS WAY UP



Short Programs:

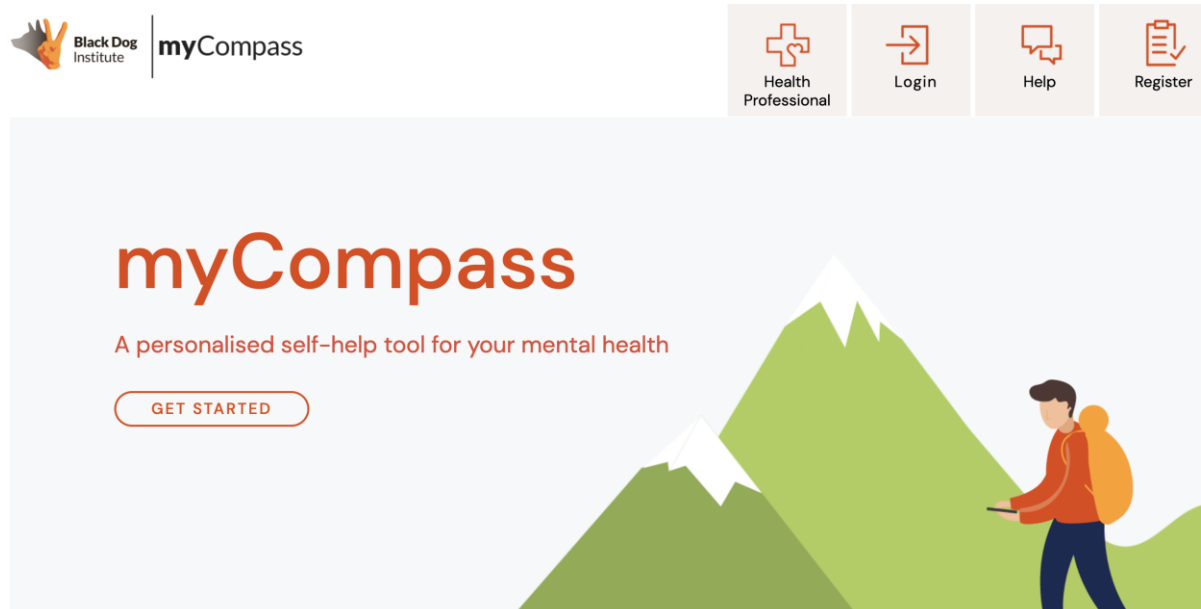
- Insomnia
- Stress Management
- Student Wellbeing
- Mindfulness

3 Month Programs:

- Anxiety
- Depression
- Health Anxiety
- PTSD
- OCD
- Perinatal
- Teen Mental Health

80% of THIS WAY UP users experience a significant improvement in symptoms, 50% to the point of no longer experiencing symptoms.

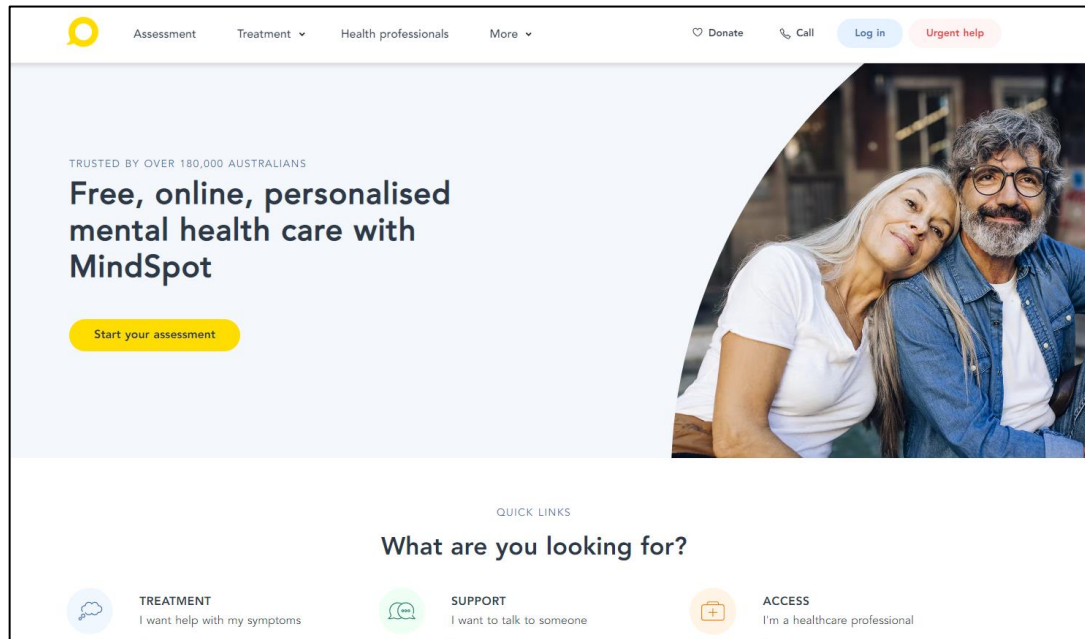
Online Program: My Compass



Self-Guided Modules (20 minutes):

- Problem solving
- Taking charge of worry
- Managing fear and anxiety
- Sleep
- Managing loss and major life change
- Communicating clearly
- Tackling unhelpful thinking
- Managing stress and overload
- Increasing pleasurable activities

Online Program: MindSpot (Free Therapist Support)



8-Week Courses:

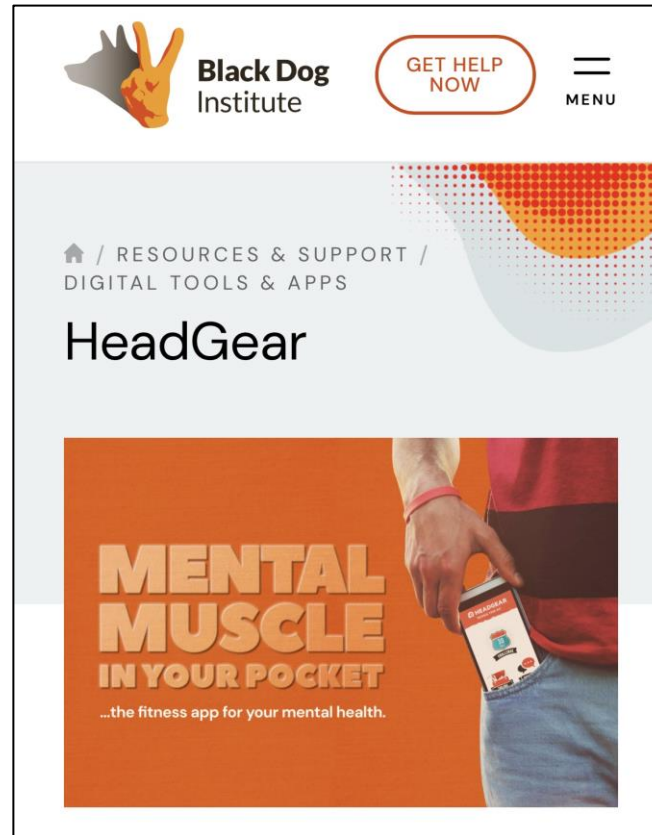
- Wellbeing (Anxiety and Depression)
- Wellbeing Plus
- Mood Mechanic
- OCD
- PTSD
- Chronic Pain
- Indigenous Health

4-Week teletherapy course

- 39% have never spoken to a health professional about their issues
- Average of 50% reduction in symptoms of anxiety and depression, sustained at 3-month follow-up
- 95% would recommend

App for Mental Health Support

- John might be interested in the HeadGear app by Black Dog Institute.
- Aimed at males
- Takes 5-10 mins a day
- Might feel more manageable than a program



HeadGear is a free, easy-to-use smartphone app that guides you through a 30-day mental fitness challenge designed to build resilience and wellbeing and prevent things like depression and anxiety.

Based on techniques scientifically proven to build good mental health, it features a range of simple engaging daily activities to help reduce and manage stress, improve sleep, connect better with friends and deal with difficult situations.

Supporting Patients to Use Digital Options

- Reminder that there are people behind the services and programs
 - Many of the services have a strong human connection component, eg. the phone lines, online chat, forums, and programs with practitioner support
 - Connection with others promoted in many programs and apps
- Show the program/app to your patient, help them log in or download
- Plan when they can look at it and do the suggested activities
- Follow up and check in at next sessions, what was helpful, any issues

Feedback from eMHPrac Training Participant

"I had no idea as to the amount and range of online mental health support and information available. I have installed a second computer screen to demonstrate how to access the different programs I began recommending.

In one day, I showed a patient the [THIS WAY UP Pain module](#) and how easy it is to access it, the description of what each module covered and how they can self-refer or I can refer them to waive the cost of the course (and follow up with them). I shared the [PANDA website](#) with a new mum who was feeling a bit anxious about being a new mum and demonstrated how to access the [BRAVE program](#) to a 15 year old and her mother.

As a GP who practices in regional Australia, I am finding digital mental health a valuable adjunct to my clinical practice. As a GP registrar supervisor the next mental health teaching sessions will include role plays and the use of appropriate digital mental health resources." (Regional GP)

Summary

- . Be aware of your own digital literacy
- . Become familiar with website, program or app before recommending to patients. Ideally use it on yourself!
- . Explore eMHPrac and Head to Health portals
- . Start small and slowly integrate over time to build your toolkit of digital resources
- . Get feedback from your patients (what works, any issues etc)
- . And remember, you don't have to use dmh. Just use if you think it will be helpful!



Contact Us

Thanks for listening!

heidi.sturk@qut.edu.au

<https://www.emhprac.org.au/>

.



Introduction to New Access



Richmond
Fellowship
Queensland

**Brisbane North Primary
Health Network (PHN)
region**



NewAccess for Brisbane North PHN snapshot

- Fully funded mental health coaching program
- Specifically developed as an early intervention program for mild to moderate anxiety and depression
- Coaches have been trained in Low Intensity CBT Therapy
- Up to six weekly sessions plus a 1 and 6 month follow up
- 100% confidential
- No requirement for a GP referral or a Mental Health Treatment Plan
- Strong evidence and clinical framework
- Available Face to Face in Herston or via phone or video call, from 8am – 5pm (AEST), Monday to Friday



What New Access for Brisbane North PHN isn't

- Conflict resolution and mediation support
- Family or Couples Counselling
- Medium and long-term psychological intervention
- Crisis support or an Emergency Mental Health Service
- A chat or talk therapy
- Counselling
- Alcohol and other drugs service or gambling support

What NewAccess for Brisbane North PHN is

- Brief evidence-based psychological support
- Easy to access without long delays
- Focused on guided self help
- Person centred
- Empowering people to use practical tools and strategies to improve their well-being
- Confidential
- It's free, so no out of pocket costs (no medicare card or concession card required)
- The service model is designed to improve access to psychological therapy for people living in the BN community, thus no waitlist



What changes in mood might the person be experiencing?

- Feeling Overwhelmed
- Fear
- Irritability
- Nervousness
- Tension
- Exhaustion
- Sadness
- Reduced motivation
- Worry
- Apathy
- Anxious
- Feeling numb
- Guilt
- Agitation
- Down
- Low self confidence
- Isolation
- Hopelessness
- Fatigue
- Dread
- Restlessness
- Depressed

What changes in routine might the person be experiencing?

- Trouble Sleeping
- Feeling tired/sleeping more than usual
- Feeling disengaged
- Spending time worrying
- Avoiding things once enjoyed
- Feeling unmotivated at work and/or home
- Lack of concentration
- Wandering thoughts
- Changes in eating
- Withdrawal
- Laying awake at night
- Overworking/overextending yourself
- Distracting yourself
- Avoiding potential conflict
- Procrastination/delayed action
- Avoiding phone calls/emails
- Cancelling/avoiding social activities
- Spending less time with friends/family
- Lack of routine
- Rehearsing interactions/ruminating about interactions
- Reduced physical activity



What does NewAccess look like?

- At the first appointment, the NewAccess coach will complete an initial assessment, and develop a program tailored to the client's individual needs.
- The six structured sessions offer practical tools and strategies to learn how to manage the symptoms of stress, low mood, and anxiety.
- Progress is measured every week, so clients can see how they are tracking.
- NewAccess coaches are specifically trained to provide a practical approach to problem solving.

Continuity of Care

To ensure continuity of care, NewAccess Coaches (with the consent of your patient) will provide a letter to the patient's nominated GP at the start of treatment and again at the end of treatment. Letters will include information regarding:

- the patient's problem statement
- treatment goals
- outcome measures
- any recommendations at the end of treatment.

Should patients require additional support, or where NewAccess is unsuitable for your patient's needs, their Coach will provide a letter and/or advise your patient to book a follow up appointment with their GP regarding next steps

What participants have to say about NewAccess

*"The great thing about NewAccess was the accessibility.
I was under so much stress financially and it was free."*

Tamara – NewAccess participant

*"The NewAccess program gave
me a light, gave me a future."*
Brenton – NewAccess participant

*"It was the first time someone actually
discussed my feelings and how I was at the
time."*

Rusty – NewAccess participant

What is the eligibility criteria?

- Aged 12 years or older
- Living in the Brisbane North Primary Health Network (PHN) region
- Not currently engaged in other psychological therapy

How can participants access NewAccess?

To make an appointment or find out more,
contact RFQ via:

- Email – newaccess@rfq.com.au
- Telephone – 1300 159 795
- The Beyond Blue Website – [Find a NewAccess mental health coach | Beyond Blue](#)

IT'S NOT JUST A ROUGH PATCH.

Don't downplay what's playing on your mind.

NewAccess
Developed by **Beyond Blue**

NewAccess provides free and confidential mental health support.

1300 159 795
rfq.com.au/newaccess

Delivered by
rfq
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Richmond Fellowship
Queensland

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PRESHAN NORTH
A Victorian Government initiative



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**World
Wellness
Group**

**PHN North Brisbane – General Practitioner Information Session
WWG CALD Service Programs**

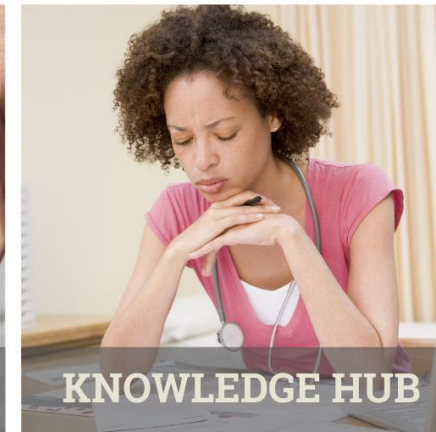
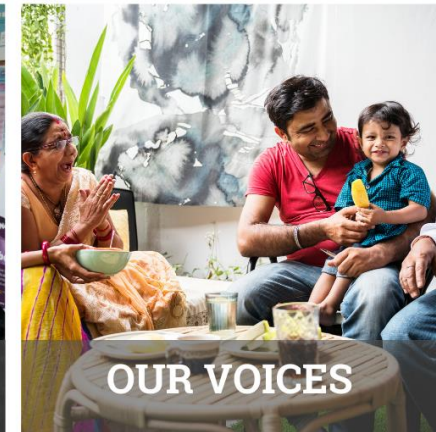
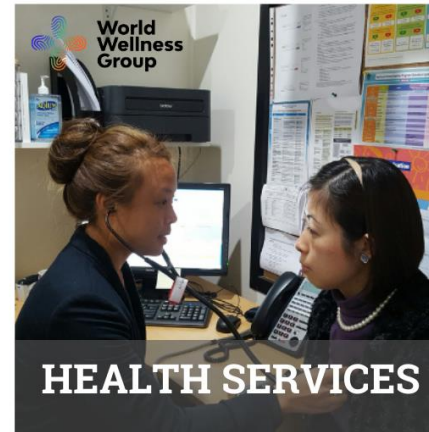
Traditional acknowledgement



World Wellness Group acknowledges that the space we occupy and the place we conduct our work, has and always will be the traditional lands of the Turrbul and Yuggera people. We pay our respect to leaders past, present and emerging.

WWG Mental Health Services & Programs

- Culture in Mind
- Multicultural Psychological Therapies
- Brief Therapy - Problem Management Plus (PM+)
- Care Finder Service
- Psychosocial Program - Art /Music/Dance Therapy, Dialectical behaviour therapy (DBT)
- Multicultural Connect Line



Culture In Mind (CiM) – Funded by QLD Dept of Health

- **Goal oriented** -wraparound model of care including social, emotional and mental wellbeing addressing gaps and barriers of social determinants such as housing, health, education, employment, health justice and community engagement/ social inclusion supports.
- **Eligibility criteria** -Clients over 18+ with Severe & Complex mental health
- **Service duration:** 3 – 6 months
- **CiM Staff** - Trained in Human Services - Wellbeing Support Coordinators.



Multicultural Psychological Therapies Program MPT

(Funded by Brisbane North and South PHNs)



- **Service Focus:** Diagnosed with Mild to Moderate MH distress
- **Therapy:** Cognitive Behavioural Therapy (CBT) to help people with depression, anxiety and stress and to improve aspects of mental health and psychosocial well-being
- **Eligibility** - vulnerable individuals, children, young people, men & women who are not able to access psychological therapies via Medicare
- **Referrals** - GPs, NGOs, Clients, family and community – MH Care Plans from GPs
- **Service delivery model** - Co-therapy /ethnic Match with MH practitioners / Interpreters.



Problem Management +- Brief Therapy Program (Funded by Brisbane North and South PHNs)

- **Service Focus** – Offering Cognitive Behavioural Therapy (CBT) to help people with depression, anxiety and stress and to improve aspects of mental health and psychosocial well-being.
- **Service goals** - problem solving counselling plus stress management, behavioural activation and strengthening social support.
- **Eligibility** - Clients aged 18 +
- **Service delivery - *Face to Face*** : Individual 7 sessions including 2 pre & post assessment with additional 5 x 90 minute weekly intervention sessions (over 5 weeks)
- **Group sessions:** 5 x group support sessions (8-10 participants)



Our Wellbeing Support Workers
Mohamed and Najla

Care Finder Service - Multicultural Aged Care Navigation Program to linking Older People to Aged Care and Community Supports

~~Funded by Brisbane North PHN~~

Focus: Help consumers in their preferred language, understand and access government-funded aged care services and relevant community supports. Services in-home care and care in a residential facility.

Who is eligible? Be aged 65 years or older, multicultural background, live within the Brisbane North PHN region and they do not have a carer or support person who is confident/capable to engage with the aged care system. Consumer must give consent to working with care finder.

Our Team: Speak Cantonese, Mandarin, Hindi, Filipino and English and offer other language support.

Referral- You can call 0490 814 480 or send us an email on carefinder@worldwellnessgroup.org.au

Psychosocial Support Programs – Funded by PHN North

- Support CALD clients with severe MH issues & associated reduced psychosocial functioning, to live independently, safely and productively.
- Offering individual and group support to address:
 - Social skills and family connections
 - Day to day living skills/Financial management/Accommodations issued
 - Vocational skills and goals
 - Maintaining Physical wellbeing
 - exercise/Managing substance abuse
 - Building confidence & resilience and building capacity to live independently.



Lived Experience -Multicultural Peer Support Workforce

- In 2020 – 2021 - 1432 mental health sessions have been delivered with the support of MPSWs.
- Approximatively 30 sessions are delivered weekly with the support of MPSWs.
- Most common languages :
 - Farsi /Arabic
 - Amharic & Tigrinya/Mandarin
 - Tamil/Kirundi
 - Oromo



**Pool of 60
MPSWS**

**33
countries**

**60
languages**

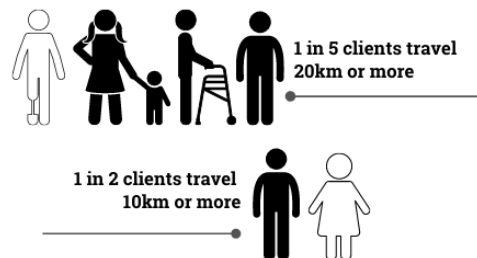
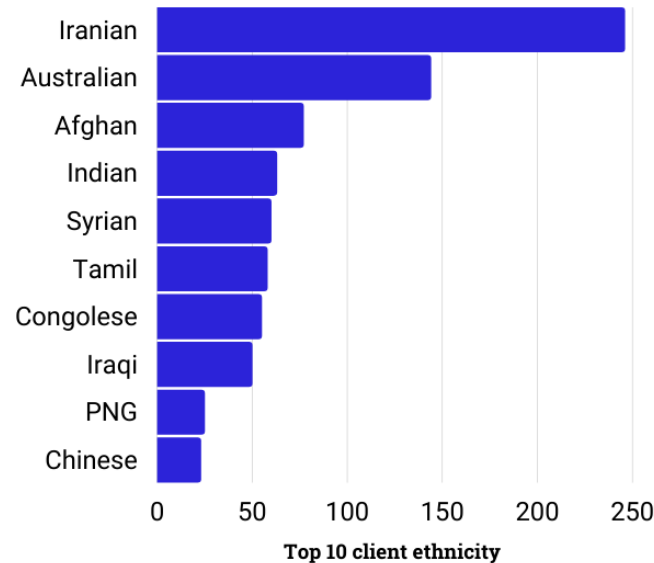
**39 ethnic
backgrounds**

Who we see

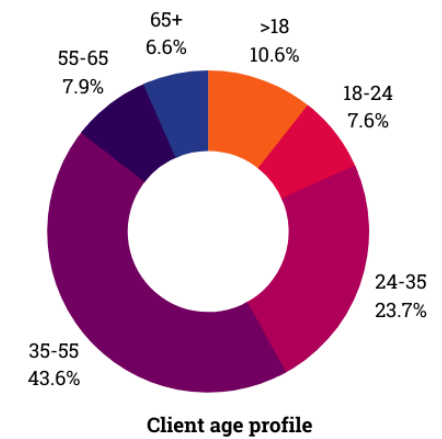
- **200% increase in referrals in 2020-21**
- **Diversity: 147 different ethnicities in 2020-21**
- **Live all over Brisbane and beyond**
- **An additional 2081 attendances at activity programs (health promotion)**
- **We have capability to reach isolated communities.**

2228

CLIENTS

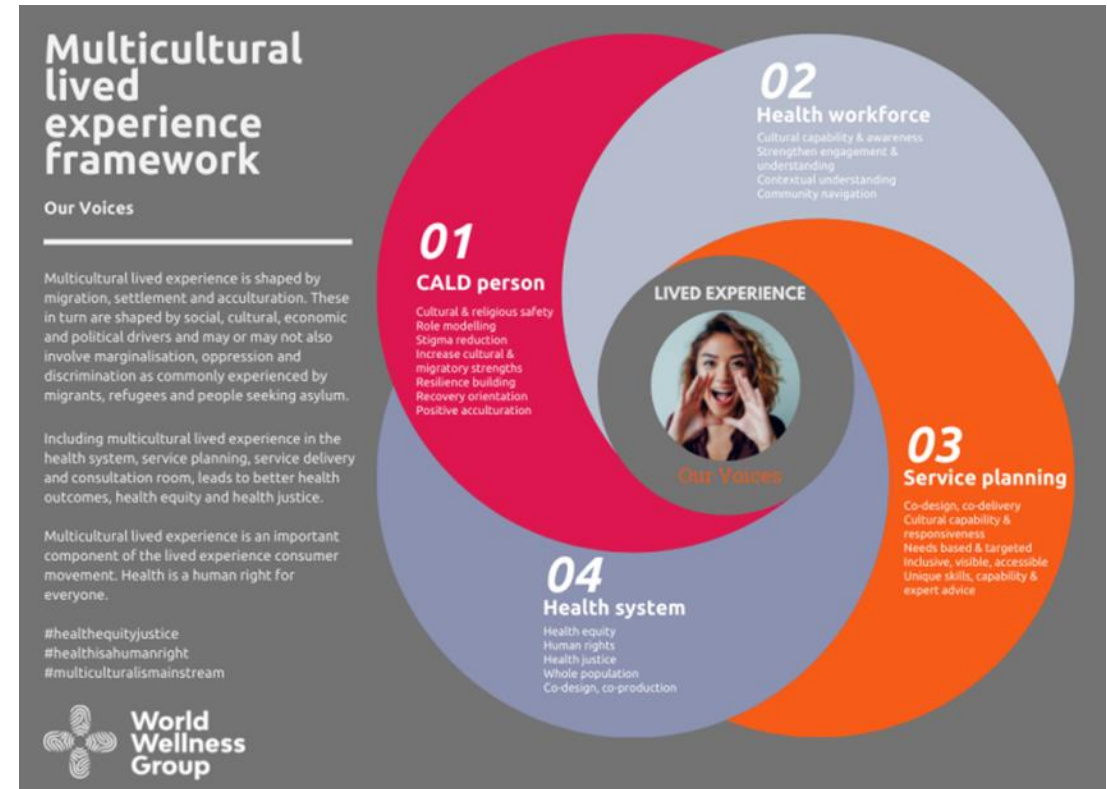


219-20



WWG Complementary Services

- Multicultural Peer Support Workers (Co - Therapy mode)
- Health /Legal Advocacy
- Dietitian
- Clinical and Mental Health Nursing Team
- Asylum Seeker Mental Health Connect
- General Practitioners
- Psychiatrists.



We built an organization for ourselves: we kept our own people in mind when designing, planning, delivering and evaluating services. Our staff reflect our clients. The Australian health system does not reflect us.



How can we assist YOU?

- How best can WWG team can work with YOU ?
- We are keen receive CALD referrals and happy to respond to your inquiries
- We can work with your Practice Managers and help with client referrals.

Thank you!

Annette Ruzicka – Program Manager
Contact: 0412072647

