



# NWRH



## NWRH Guide to Wellbeing Services





Stay Strong  
Live Long

KALNGKURR

NWRH



[www.nwrh.com.au](http://www.nwrh.com.au)





This information brochure has been designed as a guide to **Wellbeing Services** available through **North and West Remote Health (NWRH)** to assist people with receiving support and care in their communities.

## About NWRH

NWRH is a vibrant, not-for-profit company employing multidisciplinary teams to provide mental health and wellbeing, headspace, allied health, home and community supports, carer support and disability services across regional, rural and remote Australia since 1993.

**At NWRH we harness firm connections with more than 50 communities spanning across coastal areas, North and West Queensland and the Gulf of Carpentaria; relationships based on a genuine understanding of local needs and cultural sensitivities.**

We pride ourselves on becoming a significant part of the communities in which we support, with many

of our teams living and working in rural and remote locations, utilising practical hands-on experience with an understanding of the hardships and challenges often faced by living remotely.

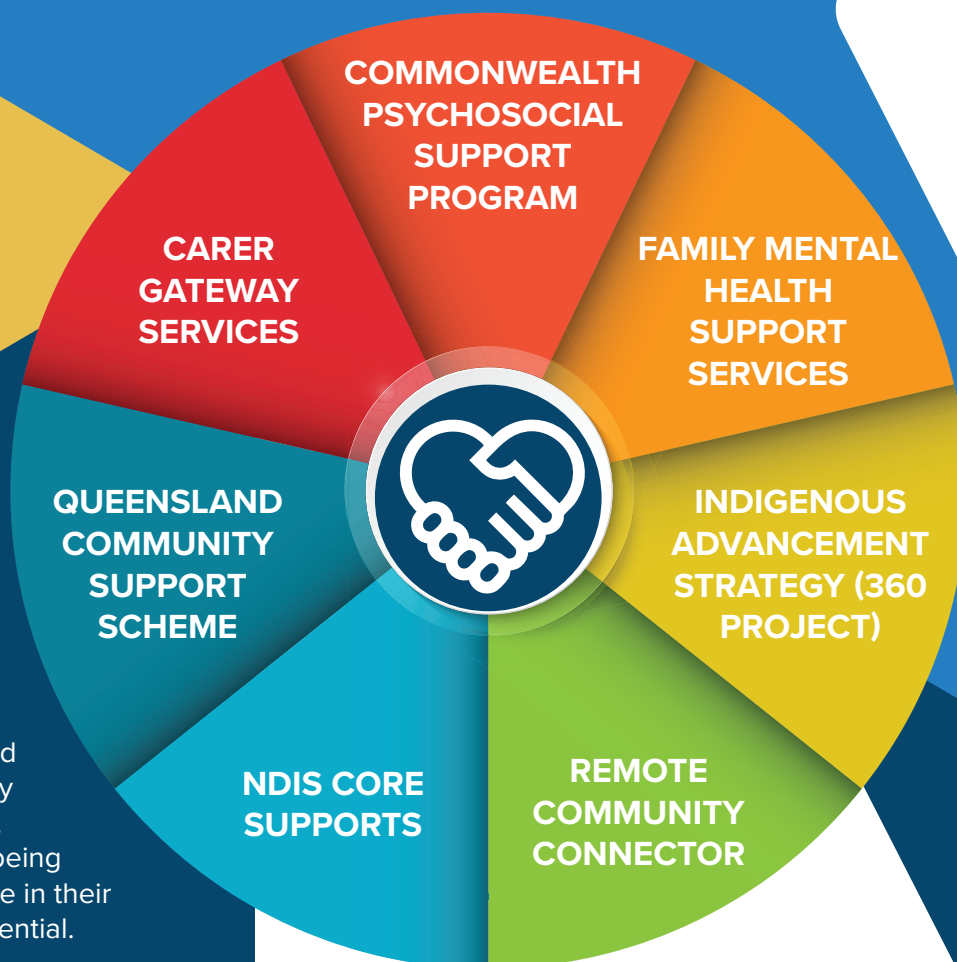
Our teams work closely with existing organisations, Departments and stakeholders to establish collaborative partnerships that best meet the social and emotional needs of the community.

At NWRH we have a strong track record in delivering quality services in the communities in which we work; underpinned by ***Our purpose to support healthier people in rural, regional and remote communities.***





## What Wellbeing services are offered through **NWRH**?



### **FAMILY MENTAL HEALTH SUPPORT SERVICES (FMHSS)**

FMHSS is an Early Intervention program which supports children and young people who are showing early signs of, or are at risk of developing, mental illness, to improve their wellbeing and enable them to better participate in their communities and reach their full potential.

The program provides a range of flexible, responsive, non-clinical mental health support services to meet the needs of children and young people affected by, or at risk of, mental illness, and their families and carers. FMHSS can include case management, skill-building, mentoring and information and education sessions in both individual and group settings to support children, young people, and their families

Through the FMHSS program NWRH works with children, young people and their families or carers to address risk factors and strengthen protective factors.

FMHSS program supports:

- Children and young people to have improved emotional health and wellbeing.
- Children and young people manage the different aspects of their lives better.

- Families and carers to obtain help to support their children and young people.
- Communities to have a better understanding of, and response to, mental health issues that affect children and young people.

### **NDIS CORE SUPPORTS**

- Support NDIS participants with core supports as per service agreement from Support Coordinator
- Daily Activities (e.g. assistance with self-care activities during the day or evening)
- Assistance with Social and Community Participation (e.g. supports to enable you to engage in social or recreational activities)
- Transport



## INDIGENOUS ADVANCEMENT STRATEGY (IAS) 360 PROJECT

The IAS 360 Project is a comprehensive support program focused on addressing high rates of adult recidivism and interaction with the criminal justice system.

It delivers case management and support services to adults at risk or involved in the criminal justice system, with a particular focus on those being released from prison. Services may also target those appearing before the court, in the police watchhouse, or entering prison.

360 Project seeks to:

- Reduce the number of people that are at risk of engaging in offending behaviours and who are at risk of reoffending.
- Decrease the number of people convicted or charged with any new criminal offence.
- Develop increased prosocial attitude, community engagement and connection for young adults who may be at risk of or have demonstrated community or cultural disengagement.
- Decrease crime, domestic violence and drug and alcohol related offenses.
- Increase community safety for all.

## REMOTE COMMUNITY CONNECTOR (RCC)

The RCC program seeks to:

- Support communities to better understand the National Disability Insurance Scheme (NDIS) and increase awareness of local NDIS-related events.
- Support people with disability (and their families and carers) to connect with the NDIS and apply for access to the Scheme.
- Support people with disability and their families to connect with mainstream supports, such as health clinics, schools and other services.
- Support people with disability (and their families and carers) to connect with the NDIA to engage in planning-related activities.
- Support people with disability (and their families and carers) to best describe and negotiate their support needs:
  - to the National Disability Insurance Agency (NDIA), when building or updating participant plans; and
  - to Service Providers, once their plans are in place.
- Support people with disability (and their families and carers) to connect with Service Providers, attend appointments, engage in their funded supports, and make best use of their plan.

Provide community feedback and other information to assist the NDIA to better understand the community environment, broader cultural context, and challenges for delivering disability supports.



## QUEENSLAND COMMUNITY SUPPORT SCHEME (QCSS)

The QCSS provides basic care and support aimed at assisting people who experience impairment because of their condition to live independently, and to increase their engagement in their local community.

The QCSS seeks to:

- Improve capacity for individuals to self-manage and live as independently and safely as possible in their homes.
- Reduce social isolation through increased opportunities for active and independent participation in the community.
- Support engagement with formal and informal supports and/or services in the local community to meet long term and emergent needs.

## CARER GATEWAY SERVICES

Carer Gateway services aim to improve carer wellbeing, increase their capacity and support their social and economic participation. Carer Gateway helps carers manage daily challenges, reduce stress and strain, and plan for the future by offering:

- Carer Coaching
- In Person Peer Support Sessions
- Counselling



## COMMONWEALTH PSYCHOSOCIAL SUPPORT (CPS) PROGRAM

The CPS program is a short-term service aimed at building participants capacity to address individual needs and complement clinical mental health, broader physical health and social support services. Services can be delivered through individual and group-based interventions. The CPS program also helps with activities that will promote recovery, independence and social inclusion such as:

- Support to improve physical wellbeing through access to relevant services.
- Support to enhance social connectedness through engagement in community and social activities.
- Provision of information, referrals, and advocacy to navigate services and supports.
- Assistance with accessing daily living supports and housing services.
- Support to access education, training, and employment opportunities.
- Assistance to maintain ongoing engagement with mental health treatment and supports.







## How can I access NWRH Wellbeing Services?

To access our wellbeing services, you can self-refer or be referred to by a family member, friend, hospital or other community-based organisation, with your permission; or you are invited to pop in and speak to one of our friendly team members at any of the locations listed below.

We encourage you to ensure your GP is aware of all the health services you are receiving so they can be kept informed on the management of your health.



## CONTACT US

### **NORTH WEST (MOUNT ISA)**

53 Enid Street  
PO Box 1127, Mount Isa QLD 4825

**Free call:** 1800 221 131

**Tel:** 07 4744 7600

**Fax:** 07 4744 7688

### **CENTRAL WEST (LONGREACH)**

19 Duck Street  
PO Box 256, Longreach QLD 4730

**Free call:** 1800 789 310

**Tel:** 07 4652 7100

**Fax:** 07 4658 3630

### **EAST COAST / CORPORATE (TOWNSVILLE)**

261-263 Ross River Road, Aitkenvale QLD 4814  
PO Box 8056, Garbutt BC QLD 4814

**Free call:** 1800 799 244

**Tel:** 07 4781 9300

**Fax:** 07 4781 9355

# NWRH

NDIS Organisation ID:  
4050002432

*NWRH respectfully acknowledge  
the Traditional Owners, Elders  
and Leaders past, present and  
emerging as Custodians of the  
lands across which we deliver  
Health Services.*



[www.nwrh.com.au](http://www.nwrh.com.au)