



NWRH Mental Health Services Guide



WHO are we?

Operational since 1993, NWRH delivers community based and outreach mental health, wellbeing, allied health, aged care, carer support and disability services. Our diverse team of health care professionals, provide services to communities in rural, regional and very remote Queensland.

At NWRH we have firm connections with more than 50 communities throughout coastal, central, north and western Queensland and the Lower Gulf of Carpentaria. These relationships are based on a genuine understanding of local needs and cultural sensitivities.

We feel it is important to work on becoming part of the communities in which we provide support, and many of our teams live and work in rural and remote locations. Living within the community allows for practical hands-on experience and an understanding of the challenges faced.

WHAT do we do?

NWRH provides mental health services to people experiencing emotional distress and psychological concerns.

Services are delivered face-to-face at a place that is suitable for you; this can be at one of our community-based clinics and wellbeing centers, at a local GP, at a local health clinic or community centre, an aged care facility or in your home. In the Lower Gulf of Carpentaria, we are sometimes even able to meet at the beach, river, local park, PCYC, or other place in the community.

We offer One to One culturally safe sessions and yarns, and we can also connect with you via telehealth, video call or telephone.

OUR Mental Health Services

NWRH mental health services operate in the Cairns, Townsville, Mackay regions, and in remote locations including Mount Isa, Doomadgee, Mornington Island, Normanton and many other surrounding townships. We are committed to delivering face-to-face services, and use video and telehealth when travel is not possible.

Our services include support for emotional and mental wellbeing and case coordination support.

Whilst some services operate within program specific geographic boundaries, mental health professionals within the NWRH team include:



We offer a confidential, safe and compassionate environment for clients who are experiencing significant mental health concerns, and we can support with matters such as:

- anxiety
- depression
- chronic and severe mental illness
- medication management
- metabolic monitoring
- help to navigate systems and access services

We offer a range of programs aimed at providing meaningful interventions and support, that are evidence-based and practical. Our goal is to assist people with accessing services easily, effectively resolve psychological and emotional difficulties and assist people to engage meaningfully in life activities.

* **Journey Coordinators** are a dedicated role within the Stepped Care service system, delivering high quality support and services to maximise your mental health journey. Examples of support may include assisting with access to services, support with self-management practices or coordinating care between service providers





1.

Speak to your GP about your needs



2.

Request a referral to NWRH



3.

Referral sent to NWRH and processed



4.

We will be in contact to discuss your needs



5.

First appointment

WHY is mental health important?

Mental health is important because it affects how we think, feel and behave. It impacts our ability to function well, relate to others and make choices. Even though we talk about emotional and psychological worries as “mental health”, these worries and problems are also linked with the brain and the body. Mental health is part of our bodies’ overall health and wellbeing and is part of a holistic approach to health care.

HOW do I get help?

If you or someone you know or care for would benefit from accessing mental health support, please contact our office or a staff member. We will need to complete a referral form and, in some situations, visiting your GP may also be required.

Referrals to NWRH can also be made by family members, a hospital or health clinic staff member, or other organisations.

OUR Services and Your GP

Some of our services may require a referral or a letter from your GP. We encourage you to visit your local GP to talk about your concerns and ask for a referral. This allows us to work together to support you, and it is important to make sure that your GP is kept informed about the care that we provide.

Our services are confidential, and we always ask your permission before speaking with your GP.



Continuous Improvement

Our mental health teams are committed to ongoing professional development and education. Our team works closely with you and will ask for your feedback on the services that we provide. This helps us to deliver our services and look after you better.





www.nwrh.com.au

CONTACT US

**CONTACT OUR FRIENDLY TEAM TODAY TO
SEE WHAT SERVICES WE OFFER IN YOUR
COMMUNITY!**

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

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

Feedback

**At NWRH we welcome your feedback;
an important tool used to improve our services!**



Funded by

phn
NORTHERN QUEENSLAND

An Australian Government Initiative



phn
WESTERN QUEENSLAND

An Australian Government Initiative



***This service is supported
by funding from Western
and Northern Queensland
PHN's through the Australian
Government's PHN Program.***

