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Welcome to MyndKind

Your Partner in Mental Health and Wellbeing

A fresh, flexible approach to finding the right care for you.

Proudly Delivered By: NWRH as part of a regional stepped-care initiative launched by the North Queensland PHN

A Fresh Approach for North Queenslanders

MyndKind is a new, simpler way for North Queenslanders to access the mental health support that best suits their unique needs. Developed by northern Queenslanders for northern Queenslanders, this approach is delivered across the greater Cairns, Townsville, and Mackay regions – including our vital rural communities.

What is “Stepped Care”?

Think of stepped care as a safety net that changes shape depending on what you need. We offer a full range of mental health options under one roof.

- **Flexibility:** As your needs change, we can easily “step you up” to more intensive, hands-on support, or “step you down” to lighter, independent care.
- **Control:** You always have choices, and you never get stuck in one place.

Your Dedicated Partner: The Journey Coordinator

Finding the right mental health support can feel overwhelming, but you don’t have to navigate it alone. A Journey Coordinator is an independent partner who walks alongside you, ensuring our services bend and flex around your life.

Based on the core care framework, your **Journey Coordinator** supports you across four main areas:

Psychoeducation (Understanding Your Path)

01

- Helping you develop personalised, individual wellbeing plans.
- Providing general, non-diagnostic information about common mental health concerns, available support pathways, and what you may expect from different services.
- Sharing practical coping strategies and tools.



02

Capacity Building (Growing Your Independence)

- Working together on everyday skills like travel training, budgeting, and household management.
- Helping you build routines and promoting your ability to speak up for yourself.



Connecting (Building Your Network)



- Linking you seamlessly to inner therapies (Stepped Care psychotherapies).
- Connecting you to external community supports like housing, legal aid, parenting groups, employment agencies, and GPs.

03



Advocating (Standing by Your Side)

- Identifying barriers to care and working with you to reduce or navigate them where possible.
- Helping you build the confidence and language to have conversations with family, friends, and caregivers about how they can support you, and facilitating these conversations with you when helpful.
- Empowering you to speak confidently with systems and services.

04



Understanding Your Team: **Journey Coordinator vs. Clinician**

It helps to know how your support team works together:

- **Your Journey Coordinator (Practical Support):** They do not diagnose conditions or provide counselling or other formal therapeutic interventions. Instead, they help you set goals, find services, and give you practical, everyday support to use your coping strategies in real life.
- **A Clinician (Therapy Expert):** Professionals like counsellors, psychologists or mental health nurses focus on psychological assessments and targeted therapies.

In Real Life: A clinician teaches you the tools to manage things like anxiety, while your Journey Coordinator helps you use those tools to navigate everyday life.



Who can access **MyndKind**?

MyndKind is designed for people who are:

 • Experiencing a mental health concern.	 • Having difficulty accessing other mental health services and supports in their community.	 • Experiencing financial disadvantage that makes accessing support more difficult.	 • A formal diagnosis is not required. There are no strict eligibility criteria, and you do not need a formal diagnosis.
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3 Simple Ways to Connect

You do not need a Mental Health Treatment Plan to get started.

To access MyndKind, connect through one of the referral pathways



Self-Referral:

Contact NWRH directly. Reach out to our local team to take the first step.

01



Through Your GP or Service Provider:

Your doctor or support worker can refer you directly using a simple Connection Form.

02



Call the Medicare Mental Health Phone Service:

Call 1800 595 212 (a free national service that can seamlessly connect you to MyndKind).

03

NWRH

Contact Us Today

Services available in Townsville, Cairns, Mackay and surrounding regions

Free call: 1800 221 131 | Tel: 07 4744 7600

Alternatively contact Medicare Mental Health on 1800 595 212.

If MyndKind is not the right service for you, Medicare Mental Health will help you find the one that is.



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