

**Self help  
Referral Services**

A community member approaches you about their mental health

**Green Zone**

They are experiencing mental health symptoms but are managing to maintain daily function, work etc

**Yellow Zone**

They are worrying more than normal, changes in sleep, appetite and trouble focusing on work or everyday tasks

**Orange Zone**

They are having difficulties coping with daily life. Very tired, trouble concentrating and low mood making it hard to do everyday activities

**Red Zone**

They are experiencing a crisis. Severe difficulties getting through the day. Struggling to eat, sleep or look after themselves, experience thoughts of self-harm or suicide

**Multicultural Services**  
Available without GP referral

**World Wellness Group  
Multicultural Helpline**

**Low intensity Problem  
Management +**

**Multicultural  
Psychological Therapies**

**QPASTT\***

**Transcultural Mental  
Health Service**

**Culture in Mind (CiM)**

**Fortify Psychosocial  
Support**

**Fortify Psychological  
Sessions**

**Lifeline Interpreter  
Service**

\*Refugee Services

**Interpreter Services**

**Online Supports**

**Head to Health  
Brisbane South**

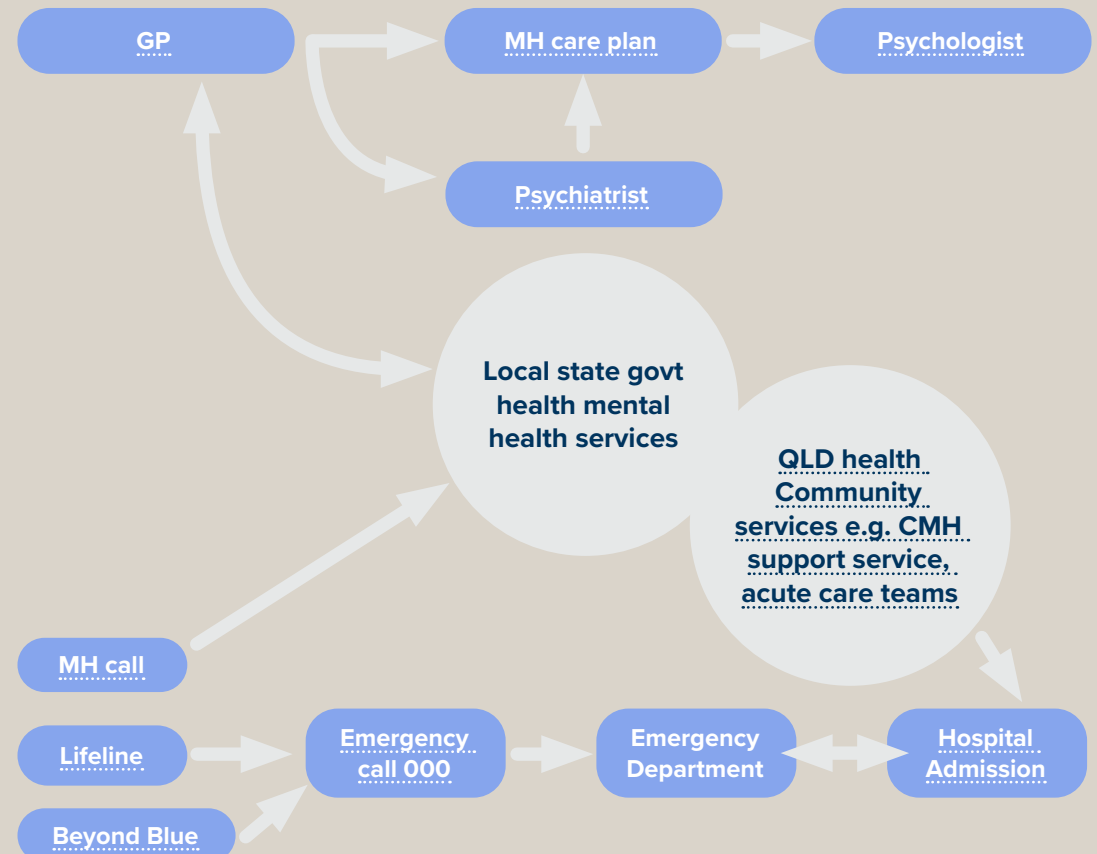
**Beyond Blue  
free counselling**

**Community  
Organisations**

GP Name: .....

GP Phone: .....

Medical Centre: .....



# World Wellness Group

World Wellness Group offers 5 FREE services for multicultural communities.

1

## Helpline

Phone service providing support and information.

Business hours  
M-F – 9-4:30pm

2

## Problem Management Plus (PM+)

Face to face low intensity intervention for mild mental illness.

Assists with mental health and daily living.  
7 sessions free.

Location Stones Corner or at person's home.

Green Zone

3

## Multicultural Psychological Therapies

Culturally safe psychological therapy/ intervention for mild to moderate mental health conditions.

In person only  
(Brisbane North).

Yellow Zone

4

## Culture in Mind

For those with complex mental health issues for wellness, recovery and participation.

Orange Zone

5

## Culture Care

Support for multicultural people who is caring for someone with a mental health issue.

## Access



A mental health referral form needs to be completed. This can be done either by a community leader or by a health care professional.

Submit the referral to WWG. They will contact you.



Or call  
(07) 3333 2100

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# Fortify

Fortify aim to help with complex mental health conditions and empower people to reach improved health and wellbeing. They have two programs specifically for multicultural communities. They are a multicultural based organisation with many staff members from non-English speaking backgrounds.

1

## Psychosocial Care Coordination (CPSP)

Non-clinical community based supports, one on one or in groups. Program aims to help with daily life needs as well as social, educational and physical health wellbeing.

2

## Mental Health Clinical Care Coordination (MHCCC)

15 free 1:1 psychological support. Holistic approach to improving mental health – referrals from anyone.

Both programs are free and in the Brisbane South catchment area.

There is a waitlist of 3-6 months.

If you can get a MH Care plan, they have psychologists you can see with an interpreter, who you could see in about 1 month. There is a fee for this service.

## Access



(07) 3416 6660

8:30am – 4:30pm



Referral form

Can be completed by a leader or member of a community.



# QLD Program of Assistance to Survivors of Torture and Trauma (QPASTT)

QPASTT can assist by providing **free** services to those with refugee backgrounds or experiences of torture, war and related trauma.

## Services include:

1

### Counselling

Individual for adults, young people and children or as a family.

2

### Building stronger families program

Refugee and asylum seeker background. Trains parents and community members on topics like relationships, trauma, recovery, family roles and domestic violence

3

### Workers rights program - *all migrants*

One on one or group support on topics like work injury, abuse, racism.

## Access



(07) 3391 6677



Referral form

Can be completed by a leader or member of a community.

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# QLD Transcultural Mental Health Centre (QTMHC)

The QTMHC provides a free QLD wide mental health information service to those from Multicultural communities.

QTMHC is operated by the state government mental health service.

They can give you information on any issue in relation to yours or someone else's mental health, such as symptoms, treatment, medication, and information about local mental health services and how to access them.

They will provide a mental health worker who speaks your language and will assist you with interacting with services you may need.

1

## Clinical Consultation Service

The Clinical Consultation Service will provide information for people about mental health issues you are concerned about.

2

## Multicultural Community resources

How QTMHC can help your community.

### Access



(07) 3317 1234  
(Brisbane)  
or 1800 188 189  
(outside Brisbane)  
8:30am – 5:00pm



You can visit the office at  
Woolloongabba Community  
Health Centre, Level 2,  
228 Logan Road,  
Woolloongabba, QLD 4102.  
8:30am – 5:00pm



#### Referral form

Can be completed by a leader  
or member of a community.



#### Consent form

Services can be accessed  
without a consent form  
depending on the client's needs.



# Community activities and groups

## Multiculturally appropriate resources

Community groups and activities that are appropriate for multicultural communities can provide access to both services as well as social activities to participate in.

1

### My Community Directory

Multicultural and migrant services and social groups in Logan area.

2

### Multicultural Affairs QLD resource directory

Find organisations with an ethnic community focus in QLD.

## Other community based mental health services

These services provide support for a variety of mental health issues in your community.

1

### Brook Red

Community based support across social activities, suicidality, emotional and behavioural skills and peer support.

2

### Footprints

Range of services for mental health, homelessness and community wellbeing in QLD.

3

### Stepping Stone Clubhouse

Holistic and person-centred mental illness support.



# People to talk to on the phone or chat online with

These services allow you to connect with someone about your concerns.

Yellow  
Zone

You would like help but it is  
not urgent

Orange  
Zone

**1** [World Wellness Group Helpline](#)

Phone service providing support and information. Mon-Fri –  
9–4:30pm

**2** [Beyond Blue](#)

20 mins of free online chat counselling as a one off service—they will provide resources & direction

**3** [Head to Health](#)

Phone service for Brisbane South area, will provide advice and direction on accessing services – 1800 595 212 (services available across QLD: )

**4** [SANE](#)

Help for those with complex mental health issues

Crisis – 24 hours a day,  
7 days a week

Red  
Zone

**1** [Lifeline 13 11 14](#)

In crisis, call or chat privately online, or use the interpreter service

**2** [Suicide helpline call back service](#)

**3** [Beyond Blue](#)

Talk or chat online to a counsellor for free

**4** [MH CALL: 1300 64 2255](#)

Mental health advice through QLD Health. In crisis they will send an ambulance and/ or a Mental Health CORE responder team. This team includes a paramedic and a mental health clinician.

**5** [Call 000 and ask for an ambulance](#)

Tell them someone you know is experiencing a mental health crisis. This will also prompt a MH CORE team.

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## Mental Health Treatment/Care Plan

1

If someone is struggling with their mental health, getting them to talk to their GP is a great first step. A GP can evaluate their symptoms and determine if they have a mental health condition that requires professional support.

2

If the GP diagnoses a mental health condition, they can create a personalised care plan for them. This plan will give them access to a psychologist or other mental health professional, with the cost partially covered by Medicare.

3

In some situations, the GP might refer them to a psychiatrist (a doctor who specialises in mental health) or a paediatrician (a doctor who specialises in young people) for a clearer diagnosis.

## Psychologist Sessions and Costs

### Medicare Rebate

The care plan allows people to receive a refund from Medicare to cover part of the psychologist session cost.

### Gap Fees

Some psychologists don't charge a gap fee, but most do, meaning they'll have to pay an out-of-pocket amount.

### Sessions

People initially receive 6 sessions, then need to return to their GP to review progress and request more if needed.





# Interpreter Services

The Australian Government runs a free translator service called TIS

The service is for any people who need help communicating with English speakers

Their phone line is available 24 hours a day, 7 days a week

In person or video conference appointments can also be arranged

Call 131 450



Say the language you need



You will be connected to an interpreter



Give your name, the organisation you need to contact, and any other required information.



They will help you with your call to the organisation you want to speak to



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# Online support services and resources

## Wellbeing

[Working Towards Wellbeing: Talking About What Really Matters](#)

[Worry Time: Working Towards Wellbeing](#)

## Helping to manage your mental health and wellbeing

### [Moodgym](#)

Read [more](#) about moodgym

### [Depression online program](#)

Mental health online - [Depression online program](#). Therapy centred, gives access to therapist weekly as you complete the 12 week program

## Emotions

### ["this way up"](#)

[Calming emotions resource](#)



## Mental Health Co-Responders (MH CORE)

- If you dial 000 and explain there is a mental health crisis happening, they will send a Mental Health Co-responder team.
- The team is a senior paramedic with a mental health clinician.
- Together they will provide appropriate care for those experiencing a mental health crisis.
- This service allows patients to be treated in the comfort of their own home, rather than being transported to the emergency department.

### Timely Care

The program allows for access to fast care and treatment during a mental health crisis, rather than transporting the patient to the emergency department.

### Personalised Support

Patients are able to receive care in the comfort and familiarity of their own home, with the support of both medical and mental health professionals.

### Collaborative Approach

The partnership between the QAS and local mental health services ensures a comprehensive response to mental health emergencies.



# Hospital Admissions for Mental Illness



When people face challenges with their mental health, they may need to go to the hospital for treatment, just like they would for physical health issues. Being admitted to a mental health unit gives them an environment where they can receive intense support and care to manage their symptoms, reduce risks, and work towards getting better.

The mental health system understands that people often respond better to treatment when it is provided in familiar community settings, rather than in a hospital environment.

Inpatient treatment aims to stabilise the person and put in place the necessary supports to help them to return to their homes and community. The goal is to prevent future relapses or crises.

Inpatient care often requires involving and supporting the patient's family members and caregivers. These people play a crucial role in the person's long-term mental health management and recovery.

