

BRISBANE SOUTH & LOGAN Mental Health Referral Pathway for Primary Health Care workers to use with patients from refugee backgrounds (Aug, 2024)

Key Decision Points

INCREASING LEVEL OF DISTRESS

MILD to MODERATE

Distress due to personal or family problems or difficulties settling in, but response is what you may normally expect given the circumstances.

SEVERE & COMPLEX

Symptoms that may be a mental illness such as poor sleep, lack of appetite, lack of energy, unusual behaviour, increased distress.

ACUTE

Acute symptoms that may be a mental illness: impairment of daily functioning, suicide ideation, concerns for immediate safety or wellbeing.

FREE INTERPRETERS FOR DOCTORS
[TIS \(Translating and Interpreter Service\)](#)
 Medical Practitioner Priority Line
 1300 131 450

These referral options are not exhaustive and a patient may benefit from the involvement of multiple agencies.

Patients may have a Settlement Case Manager for up to 18 months after arrival in Australia.

[Multicultural Australia](#) (Brisbane, Logan)
 Ph: 3337 5400 / After Hours: 0411 355 733

[Settlement Services International \(SSI\)](#) (Logan)
 Ph: 3412 8222 / After Hours: 0439 655 482

If referring to Allied Health consider:

[Brisbane South PHN](#)
 Interpreting for Allied Health Professionals

[GP Psychiatry](#)
 1800 16 17 18
 Monday - Friday 7am- 7pm (AEST)
 Free service for GPs to help manage the care of mental health consumers. Advice with diagnosis, investigation, medication and safety plan.

[Multicultural Connect Line](#)
 1300 079 020
 A service for people from multicultural backgrounds to find aid, assistance and mental health services in language.

This Pathway was developed by the Refugee Health – SE Qld Partnership Advisory Mental Health Working Group (2024)
www.refugeehealthnetworkqld.org.au/refer

If distress is due to experiences of torture and trauma prior to arrival in Australia:
[Qld Program of Assistance to Survivors of Torture and Trauma \(QPASTT\)](#) across lifespan.
 Not a crisis service. Ph: 3391 6677

If require specialist clinical consultation regarding CALD people across the lifespan:
[Qld Transcultural Mental Health Centre \(QTMHC\)](#) Mon-Fri Ph: 1800 188 189

Psychological Therapies

- [Change Futures - Psychology Support Program](#)
- [Wesley Mission](#)
- [World Wellness Group](#) - Multicultural Psychological Therapies Program (MPT)

Child and Youth Mental Health Service
[Child and Youth - Find a service](#)

Psychiatry Support (Limited sessions)
 • [Mater Refugee & Asylum Seeker Psychiatric Service](#)

Other Supports

- [Culture in Mind](#) - Culture based mental and psycho-social support (18+)
- [QPASTT](#) - Groups, Homework club
- Fortify Health Group - Individual, family or group supports
 - [Psychosocial Support](#) for people with complex mental health needs
 - [Clinical Care Coordination](#)
- NGOs (E.g.1 Relationships Australia has a [Multicultural Program](#))

Adults

Ph: 1300 MH CALL (1300 64 22 55)
 QLD-wide phone service delivers mental health triage to people 24/7.

Children/Young people
[Children's Health QLD - Child and Youth Mental Health Service \(CYMHS\)](#)

Acute Response Team Crisis Line
 (Brisbane only) 24/7 Ph: 3068 2555

If Emergency:
 Qld Ambulance Services (Triple Zero) or
 Local Emergency Department.

Still having trouble finding support?
 Head to Health Service Navigation 1800 595 212

BRISBANE NORTH Mental Health Referral Pathway for Primary Health Care workers to use with patients from refugee backgrounds (Aug, 2024)

Key Decision Points

INCREASING LEVEL OF DISTRESS

FREE INTERPRETERS FOR DOCTORS

[TIS \(Translating and Interpreter Service\)](#)

Doctor Priority Line 1300 131 450

These referral options are not exhaustive and a patient may benefit from the involvement of multiple agencies.

Patients may have a Settlement Case Manager for up to 18 months after arrival in Australia.

[Multicultural Australia](#)

Ph: 3337 5400 / After Hours: 0411 355 733

If referring to Allied Health consider:

[Brisbane North PHN](#)

Interpreting for Allied Health Professionals

[GP Psychiatry](#)

1800 16 17 18

Monday - Friday 7am- 7pm (AEST)

Free service for GPs to help manage the care of mental health consumers. Advice with diagnosis, investigation, medication and safety plan.

[Multicultural Connect Line](#)

1300 079 020

A service for people from multicultural backgrounds to find aid, assistance and mental health services in language.

This Pathway was developed by the Refugee Health – SE Qld Partnership Advisory Mental Health Working Group (2024)

www.refugeehealthnetworkqld.org.au/refer

MILD to MODERATE

Distress due to personal or family problems or difficulties settling in, but response is what you may normally expect given the circumstances.

SEVERE & COMPLEX

Symptoms that may be a mental illness such as poor sleep, lack of appetite, lack of energy, unusual behaviour, increased distress.

ACUTE

Acute symptoms that may be a mental illness: impairment of daily functioning, suicide ideation, concerns for immediate safety or wellbeing.

If distress is due to experiences of torture and trauma prior to arrival in Australia:
[Qld Program of Assistance to Survivors of Torture and Trauma \(QPASTT\)](#) across lifespan.
Not a crisis service. Ph: 3391 6677

If require specialist clinical consultation regarding CALD people across the lifespan:
[Qld Transcultural Mental Health Centre \(QTMHC\)](#) Mon-Fri Ph: 1800 188 189

Psychological Therapies

- [Multicultural Psychological Therapies Program \(MPT\) - World Wellness Group](#)
- [Brisbane Mind4Kids \(0-11 yrs\)](#)

Child and Youth Mental Health Service

[Find your local CYMHS \(0-18yrs\)](#)

Psychiatry Support (Limited sessions)

- [Mater Refugee & Asylum Seeker Psychiatric Service](#)

Other Supports

- [Culture in Mind](#) - Culture based mental and social support (18+)
- [QPASTT](#) - Groups, Homework club
- [Problem Management+](#) 5 wk program with cultural support workers
- NGOs (Eg. [Relationships Australia / Multicultural Program](#))

Adults

Ph: 1300 MH CALL (1300 64 22 55)
QLD-wide phone service delivers mental health triage to people 24/7.

Children/Young people

[Children's Health QLD - Child and Youth Mental Health Service \(CYMHS\)](#)

Acute Response Team Crisis Line (Brisbane only) 24/7 Ph: 3068 2555

If Emergency:

Qld Ambulance Services (Triple Zero) or Local Emergency Department.

Still having trouble finding support?

Head to Health Service Navigation 1800 595 212

GOLD COAST Mental Health Referral Pathway for Primary Health Care workers to use with patients from refugee backgrounds (Aug, 2024)

Key Decision Points

INCREASING LEVEL OF DISTRESS

MILD TO MODERATE

Distress due to personal or family problems or difficulties settling in, but response is what you may normally expect given the circumstances.

SEVERE & COMPLEX

Symptoms that may be a mental illness such as poor sleep, lack of appetite, lack of energy, unusual behaviour, increased distress.

ACUTE

Acute symptoms that may be a mental illness: impairment of daily functioning, suicide ideation, concerns for immediate safety or wellbeing.

FREE INTERPRETERS FOR DOCTORS
[TIS \(Translating and Interpreter Service\)](#)
 Doctor Priority Line 1300 131 450

If distress is due to experiences of torture and trauma prior to arrival in Australia, refer to [Qld Program of Assistance to Survivors of Torture and Trauma \(QPASTT\)](#) across lifespan. Not a crisis service. Ph: 3391 6677

These referral options are not exhaustive and a patient may benefit from the involvement of multiple agencies.

Patients may have a Settlement Case Manager for up to 18 months after arrival in Australia. Contact these services for liaison:

[Multicultural Australia](#)
 Ph: 07 3337 5400 / After Hours: 0411 355 733

[Multicultural Families Organisation](#)
 (Gold Coast): Ph: 5571 0381

[GP Psychiatry](#)
 1800 16 17 18
 Monday - Friday 7am- 7pm (AEST)
 Free service for GPs to help manage the care of mental health consumers. Advice with diagnosis, investigation, medication and safety plan.

[Multicultural Connect Line](#)
 1300 079 020
 A service for people from multicultural backgrounds to find aid, assistance and mental health services in language.

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www.refugeehealthnetworkqld.org.au/refer

If require specialist clinical consultation regarding CALD people across the lifespan:
[Qld Transcultural Mental Health Centre \(QTMHC\)](#) Mon-Fri Ph: 1800 188 189

All mental health services for Gold Coast region, can be accessed through Head to Health - 1800 595 212 or directly through the provider.

- [Community Pathways Connector \(CPC\) - Help finding mental health support](#)
- [Primary & Community Care Services \(PCCS\)](#)
- [Wesley Mission Qld](#)

- School/TAFE Guidance Officer / Counsellor

Mental Health Services - [Gold Coast PHN](#)
Children/Young people

- [Gold Coast Child and Youth Mental Health Service \(CYMHS\)](#) 0-18 yrs
- [GC Act for Kids Gold Coast](#)

Other Supports

- [Multicultural Communities Council Gold Coast \(MCCGC\)](#)
- [Multicultural Families Organisation \(MFO\)](#) - Groups, counselling, youth programs
- [Thriving Multicultural Communities \(TMC\)](#)
- [Women's Space – Labrador](#)
- NGOs (Eg. [Relationships Australia / Multicultural Program](#))

Adults
 Ph: 1300 MH CALL (1300 64 22 55)
 QLD wide phone service delivers mental health triage to people. 24 hours a day, seven days a week.

If Emergency:
 Qld Ambulance Services (Triple zero).
 or Local Emergency Department

Still having trouble finding the right pathway?
[Community Pathways Connector \(CPC\)](#)