

# **South East Qld Mental Health Referral Pathways for Primary Health Care workers to use with patients from refugee backgrounds**

Version 14 - February 2022

**BRISBANE SOUTH & LOGAN Mental Health Referral Pathway for Primary Health Care workers to use with patients from refugee backgrounds (Feb 2022)**

**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

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

[ACCESS Community Services Ltd](#)

(Logan) Ph: 3412 8222/ After Hours:

0439 655 482

**If referring to Allied Health consider:**

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

**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 (Formerly ATAPS) overseen by:

- [Wesley Mission Qld Brisbane South Psychological Therapies Program](#)
- [World Wellness Group](#) - Specialist Multicultural Stream
- [Relationships Australia - Multicultural Program](#)

Child and Youth Mental Health Service (CYMHS) - [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 psycho-social support (18+)
- [QPASTT](#) - Groups, Homework club
- [Harmony Place Support and Wellbeing](#) - Social groups, Clinical supports (Severe and complex)

**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?**

Brisbane South PHN Mental Health Referral Service Ph: 3717 7070

# BRISBANE NORTH Mental Health Referral Pathway for Primary Health Care workers to use with patients from refugee backgrounds (Feb 2022)

## 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:**  
[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.

#### [Multicultural Australia](#)

Ph: 3337 5400 / After Hours: 0411 355 733

#### **If referring to Allied Health consider:**

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

**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 (Formerly ATAPS) overseen by:

- [Brisbane MIND - Culturally and Linguistically Diverse Populations](#)
- [Brisbane Mind4Kids \(0-11 yrs\)](#)
- [Relationships Australia - Multicultural Program](#)

Child and Youth Mental Health Service (CYMHS) - [Find your local CYMHS](#) (0-18yrs)

#### Psychiatry Support (Limited sessions)

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

#### 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.

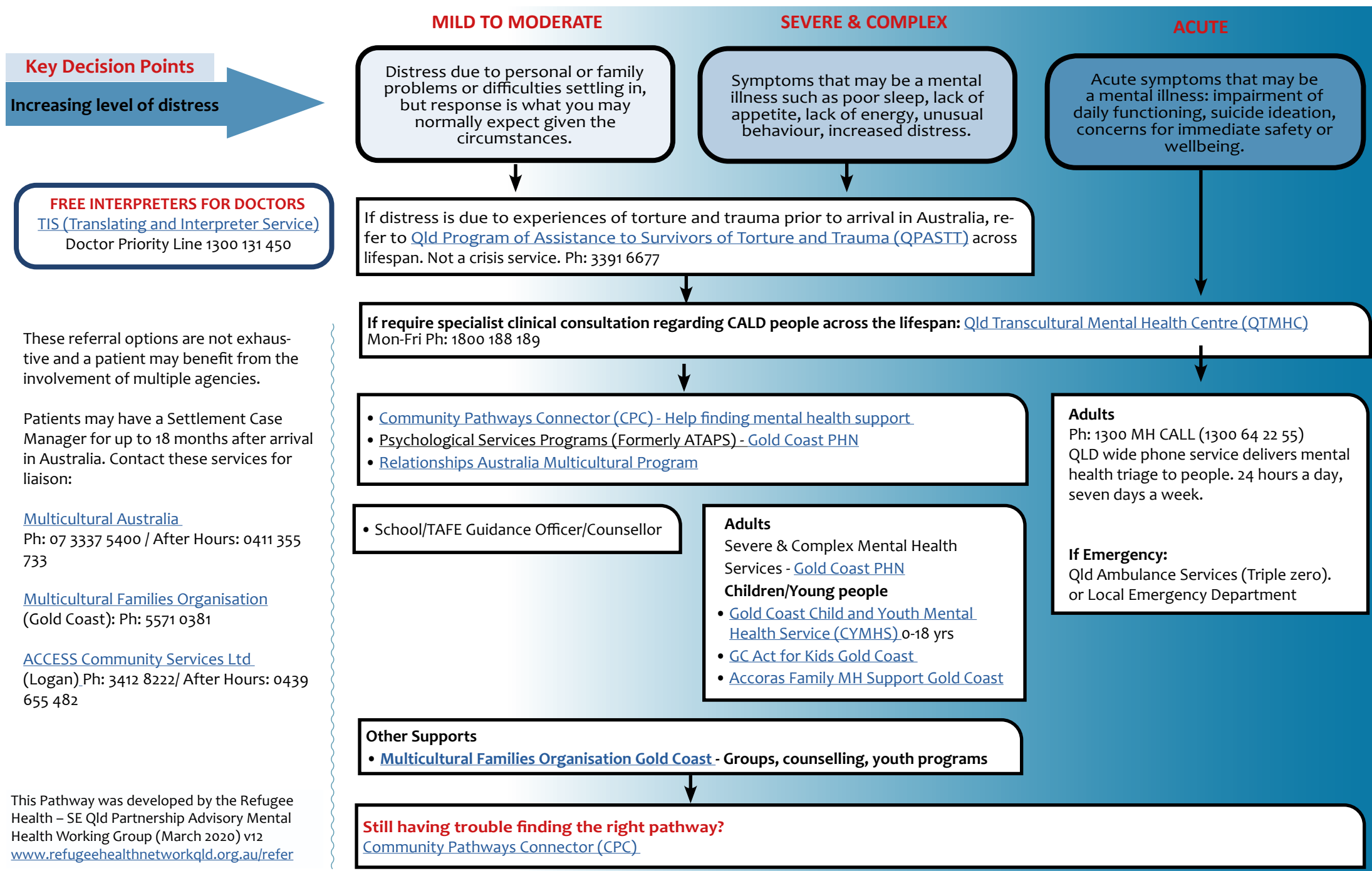
#### Other Supports

- [Culture in Mind](#) - Culture based mental and social support (18+)
- [QPASTT](#) - Groups, Homework club
- [Problem Management+](#) 5 wk program with cultural support workers

#### Still having trouble finding support?

Brisbane North PHN Service Navigation Ph: 1800 752 235

# GOLD COAST Mental Health Referral Pathway for Primary Health Care workers to use with patients from refugee backgrounds (Feb 2022)

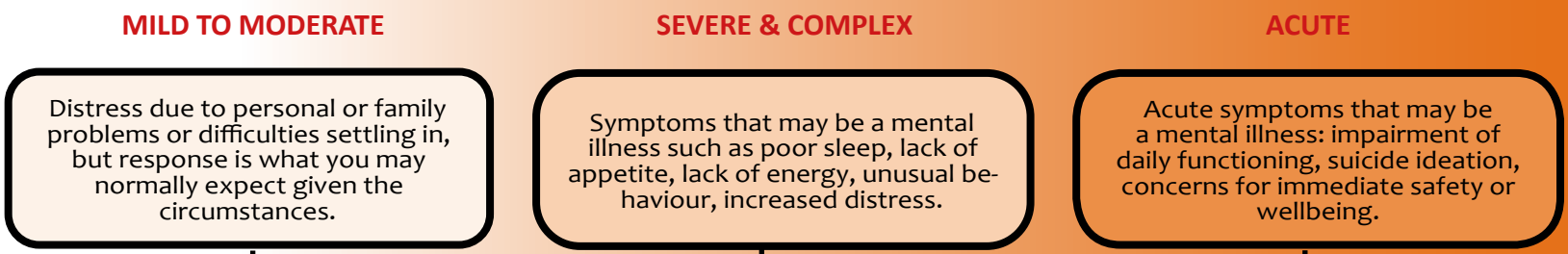
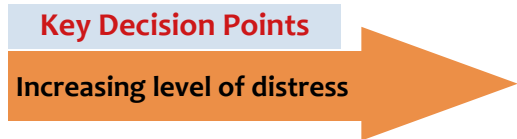


[Multicultural Australia](#)  
Ph: 07 3337 5400 / After Hours: 0411 355 733

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

[ACCESS Community Services Ltd](#)  
(Logan) Ph: 3412 8222/ After Hours: 0439 655 482

This Pathway was developed by the Refugee Health – SE Qld Partnership Advisory Mental Health Working Group (March 2020) v12  
[www.refugeehealthnetworkqld.org.au/refer](http://www.refugeehealthnetworkqld.org.au/refer)



**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:**  
[Qld Program of Assistance to Survivors of Torture and Trauma \(QPASTT\)](#) across lifespan. Not a crisis service. Ph: (07) 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

**PHN funded stepped care services:**  
**Health Service Navigation - [Darling Downs & West Moreton - Neami National and RHealth](#)**  
 Ph: 1300 012 710 *DDWM PHN providers have access to free TIS interpreting.*

- [Mental Health Services for Residential Aged Care Facilities](#)
- [Start Talking - Perinatal Service](#)

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

**Other Supports**

- School/TAFE Guidance Officer/Counsellor
- NGOs (Eg. [Relationships Australia Multicultural Program](#))
- [Refugee Nurse Outreach Program](#) (Access Community Services & Multicultural Australia)

- [The Way Back Support Service \(RFQ\) - PHN Stepped Care Provider \(Non clinical suicide follow up support\)](#)
- [Child and Youth Mental Health Service \(CYMHS\)](#) (0-18 yrs) - HHS

**Still having trouble finding the right pathway?**  
[Darling Downs West Moreton PHN - Multicultural Program](#) OR [Neami National and RHealth](#) Ph: 1300 012 710

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](#)  
 (West Moreton Darling Downs)  
 Toowoomba Office Ph: 07 4632 1466  
 After Hours: 0411 355 733

[ACCESS Community Services](#)  
 Goodna Office Ph: 07 3412 9955

**If referring to Allied Health consider:**  
 The Interpreting for Allied Health Professionals program - [Darling Downs West Moreton PHN](#)