

# BRISBANE SOUTH & LOGAN Mental Health Referral Pathway for Primary Health Care workers to use with patients from refugee backgrounds (April, 2026)

## Key Decision Points

### INCREASING LEVEL OF DISTRESS

**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 (April, 2026)  
[www.refugeehealthnetworkqld.org.au/refer](http://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

- [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
- NGOs (E.g. 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 (April, 2026)

## 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 (April, 2026)

[www.refugeehealthnetworkqld.org.au/refer](http://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

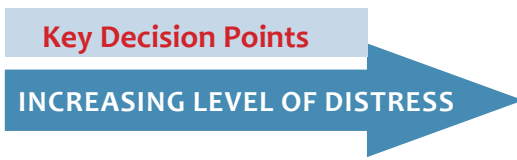
### If Emergency:

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 (April, 2026)



**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. Contact these services for liaison:

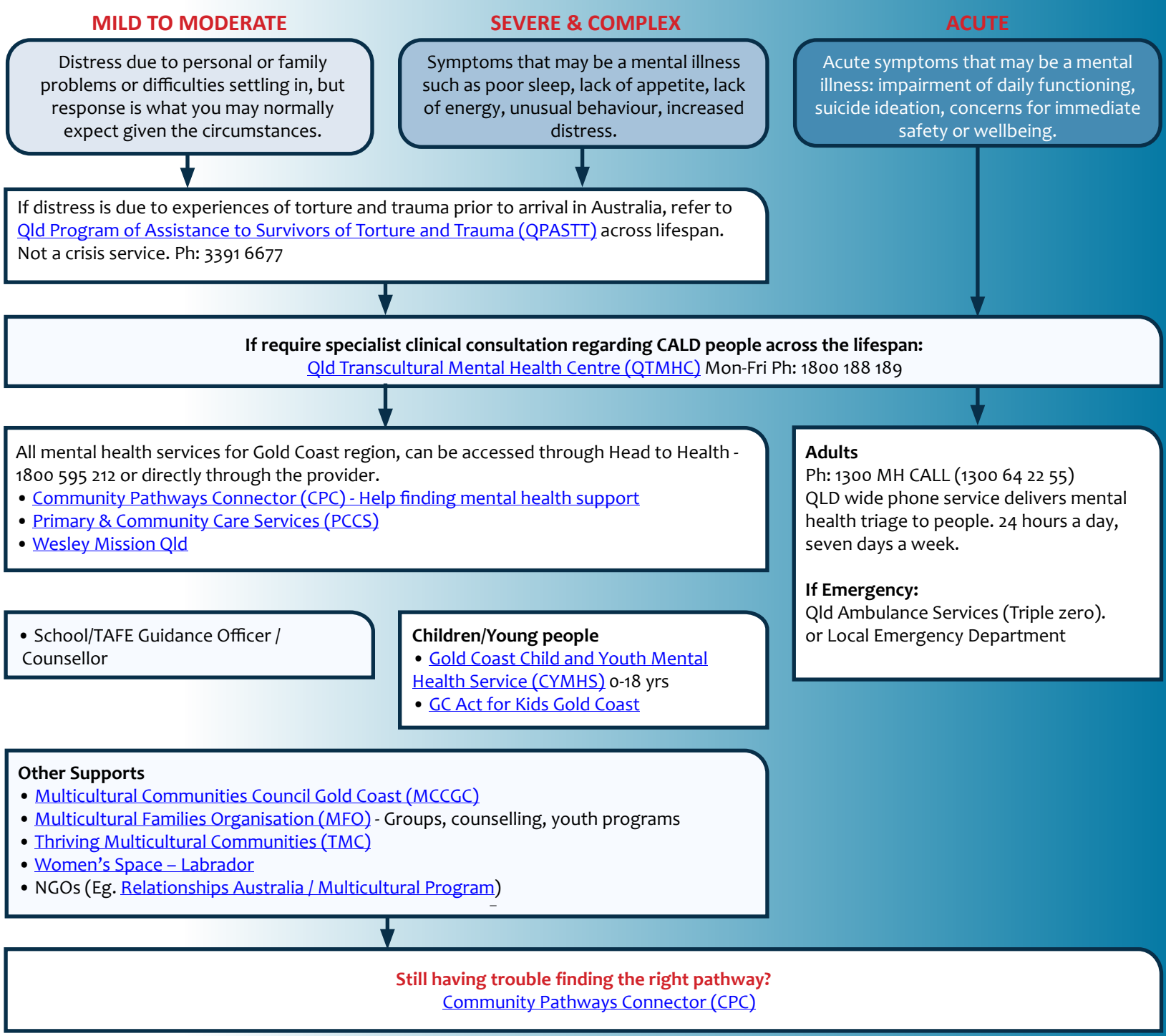
[Multicultural Australia](#)  
 Ph: 07 3337 5400 / After Hours: 0411 355 733

[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.

This Pathway was developed by the Refugee Health – SE Qld Partnership Advisory Mental Health Working Group (April, 2026)  
[www.refugeehealthnetworkqld.org.au/refer](http://www.refugeehealthnetworkqld.org.au/refer)



**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 \(CPC\)](#)