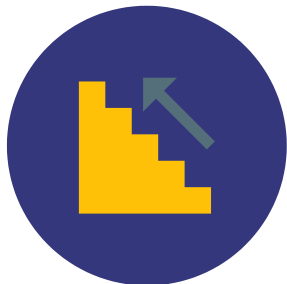
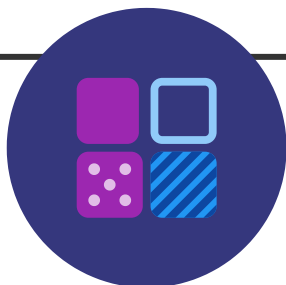


# How we can help ...



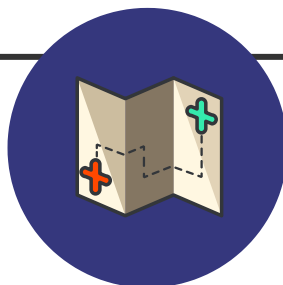
## Stepped Care

We can assist GPs, service providers, consumers and carers to navigate stepped care services in the Darling Downs and Western Moreton region



## Coordinate

We can coordinate supports and services for consumers and their carers



## Service Mapping

We can map and identify service needs and gaps at the local level



## Provide information

We can provide information about services funded by the PHN and about other support services and programs in the community

# Everything You Need To Know

...about Health Service Navigators

## and what we are not funded to do ...

### Crisis response

In a crisis please call 000 or a recognised telephone helpline. Navigators cannot provide emergency response

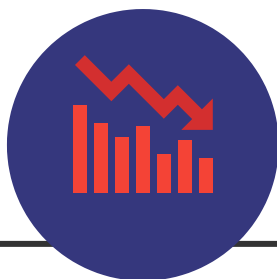


### Casework

Navigators work as system and case coordinators but do not undertake client casework

### Home visits

Navigators are not caseworkers so they are not able to visit consumers at home



For more information about the service call 1300 012 710  
You will automatically be connected to a Health Service Navigator

Neami National provides the Health Service Navigator service in the Ipswich, Toowoomba, Scenic Rim and Lockyer Valley regions.  
Fax 07 3103 4634



RHealth provides the Health Service Navigator service in the Goondiwindi, Southern Downs, Western Downs, South Burnett, Cherbourg and Somerset regions  
Fax 07 4151 0794





# Mental Health Service Navigator

Call **1300 012 710** to find the right support at the right time.

## Connecting with mental health support

Understanding and navigating the pathways to mental health support can be complex, particularly when people are feeling unwell.

The Mental Health Service Navigator acts as a single point of entry to assist people to find and engage with mental health support. The service works with people across the spectrum of need, ranging from those seeking low-intensity support, through to people with complex needs.

## Expert help and experience

As part of the Stepped Care approach to mental health, the Mental Health Service Navigator links people with local services and supports them to engage with the services that most suit their needs.

The service is staffed by Mental Health Service Navigators, who bring a wealth of experience assisting people to identify and explore their mental health needs. Comprehensively trained in recovery orientated practice and service navigation, the team complement the support offered by available Stepped Care services.

In addition to specialised mental health support experience, Mental Health Service Navigators also have a comprehensive understanding of the available local support services and their unique offerings.

## Accessing the service

Anyone seeking assistance to manage their mental health concerns can access the service.

Mental Health Service Navigators facilitate the intake process, referrals and enquiries before connecting people with the most appropriate local service for support.

To begin, contact your local Mental Health Service Navigator listed below.

### Neami National

Phone **1300 012 710**

Fax **07 3103 4634**

[navigator@neaminational.org.au](mailto:navigator@neaminational.org.au)



Neami provides the service across the Ipswich, Toowoomba, Scenic Rim and Lockyer Valley regions.

### RHealth

Phone **1300 012 710**

Fax **07 4151 0794**

[services@rhealth.com.au](mailto:services@rhealth.com.au)



RHealth provides the service across the Goondiwindi, Southern Downs, Western Downs, South Burnett, Cherbourg and Somerset regions.

## Making a referral

Referrals can be made by GPs, service providers, individuals and carers.

Visit [neaminational.org.au/navigator](http://neaminational.org.au/navigator) for referral forms and more information.

