



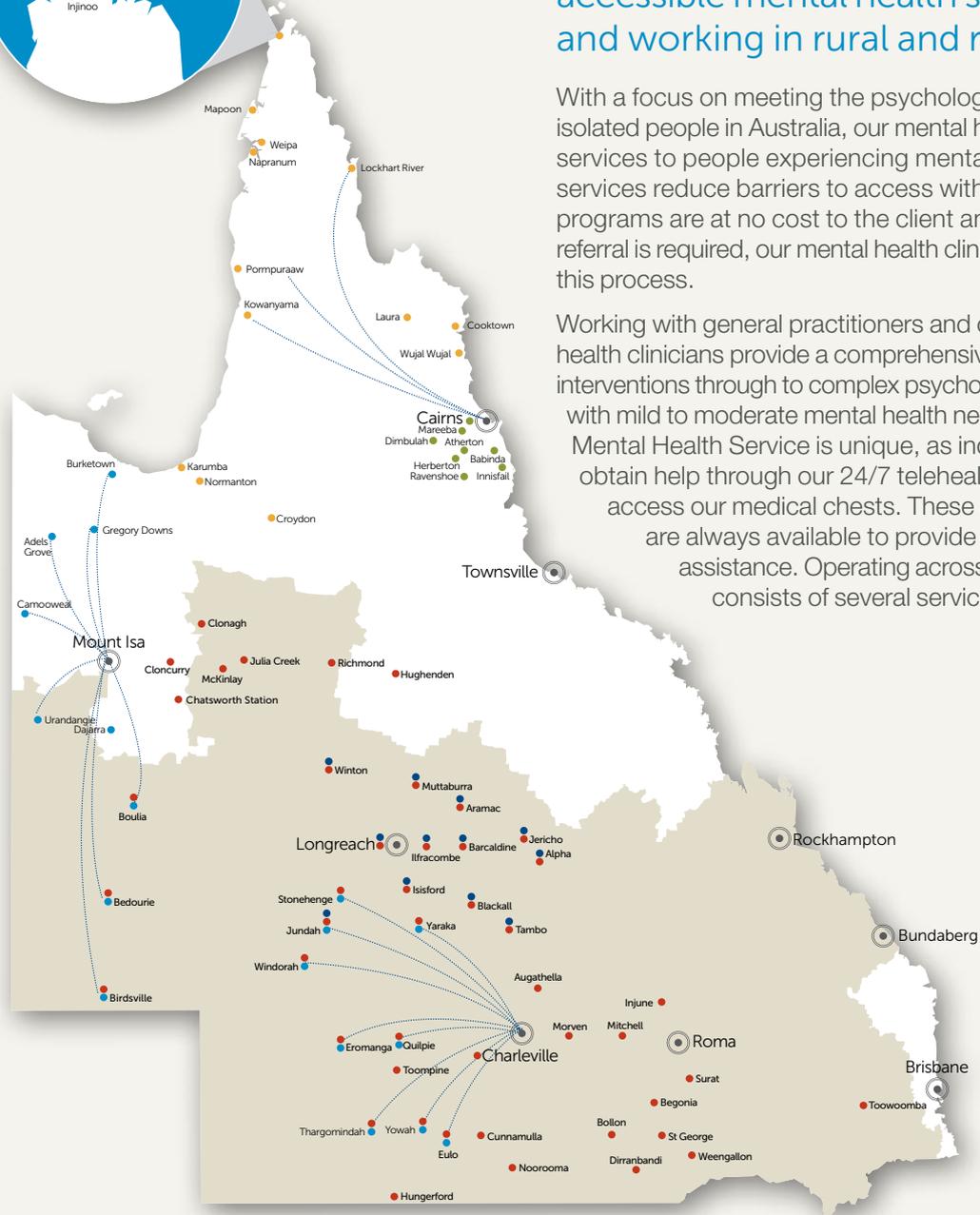
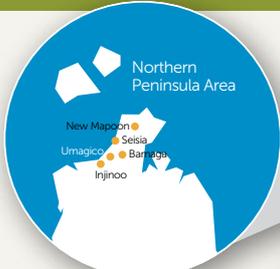
# Mental Health Services

Since 2004, the Royal Flying Doctor Service (Queensland Section) has worked to develop accessible mental health services for people living and working in rural and remote communities.

With a focus on meeting the psychological needs of some of the most isolated people in Australia, our mental health teams deliver comprehensive services to people experiencing mental health issues. Our mental health services reduce barriers to access with a 'no wrong door' approach. All programs are at no cost to the client and, on the few occasions where a referral is required, our mental health clinicians will support the client through this process.

Working with general practitioners and other service providers, our mental health clinicians provide a comprehensive range of services from low intensity interventions through to complex psychological therapies for people presenting with mild to moderate mental health needs. In the event of a crisis, the RFDS Mental Health Service is unique, as individuals and service providers can obtain help through our 24/7 telehealth and retrieval services, as well as access our medical chests. These additional services ensure our teams are always available to provide appropriate emergency medical assistance. Operating across the state, our mental health program consists of several services including:

- > Central West Mental Health and Wellbeing Service
- > Drought Wellbeing Service
- > Far North Mental Health and Wellbeing Services
- > headspace Cairns
- > Remote Wellbeing Service
- > Wellbeing Out West



**11,915**   
patient consultations  
in 2017/2018

Our service delivery locations:

|   |  |   |  |  |  |  |  |
|---|--|---|--|--|--|--|--|
|  Drought Wellbeing Service |  Remote Wellbeing Service |  Far North Mental Health and Wellbeing Service |  Central West Mental Health and Wellbeing Service |  headspace Cairns |  Current Drought declared zone |  RFDS Bases |  RFDS Clinic flight paths |
|---|--|---|--|--|--|--|--|

Current July 2019 \*Please refer to page 3 for Wellbeing Out West locations.

The furthest corner. The finest care.

## Central West Mental Health and Wellbeing Service

Since 2004, our Longreach Base has been providing mental health support to people in the town and surrounding communities. The service operates on a hub and spoke basis with the Longreach office being the primary base for clinicians offering services in surrounding communities. The multi-disciplinary team consists of clinicians with qualifications in Psychology, Social Work, Mental Health Nursing and Occupational Therapy. The Longreach Base provides three specific services – Psychological Therapies, Low Intensity Counselling services and Mental Health and Wellbeing Promotion.



### Services provided:

#### Psychological Therapies

*Funded by the Western Queensland Primary Health Network*

The psychological therapies program works with clients who are experiencing moderate to severe levels of psychological distress. Our accredited mental health clinicians provide a range of individual, family and group interventions. Comprehensive assessment and screening tools assist our clinicians to plan, implement and monitor appropriate evidence-based interventions. The service sees both youth and adults for counselling. Access to this particular program requires a referral by a general practitioner, psychiatrist or paediatrician and up to six sessions of psychological therapy are provided. Additional sessions may be allocated following review.

#### Low Intensity Counselling Service

*Funded by the Western Queensland Primary Health Network*

This early intervention, low intensity, counselling program aims to reduce stress, provide psychological education and prevent relapse for clients with mild levels of mental health problems, including stress, anxiety, grief and mood disturbance. This program sees young people aged 12 years and over and adults for counselling for a maximum of six sessions. Access to this service is through self-referral from the client. Referrals are also accepted from other health professionals and non-government organisations as well as from family members, friends and carers, if consent has been obtained from the client.

#### Mental Health and Wellbeing Promotion

*Funded by the Australian Government Department of Social Services*

The Mental Health and Wellbeing Promotion service provides interventions to individuals and families in the central west to improve overall wellbeing. Our qualified Mental Health and Wellbeing Promotion Officer provides key evidence based workshops and strategies on parenting topics to groups and individuals. Visits take place at playgroups, parent groups and at family focused community activities. Access to this service can be obtained by community members or groups through directly contacting our Longreach Base.

 **Phone: (07) 4652 5800**  **Email: [rfd Ing@rfdsqld.com.au](mailto:rfd Ing@rfdsqld.com.au)**

## Far North Mental Health & Wellbeing Service

Supporting people living in communities across Far North Queensland, this service provides culturally appropriate, evidence based psychological therapies to individuals who present with mild to moderate mental health needs.

Comprising of mental health nurses, social workers and psychologists, our Far North team works alongside many key stakeholders using a Stepped Care approach. Our clinicians are specifically trained and available for individuals to engage in therapeutic sessions to explore solutions and strategies to assist in recovery.

The Far North services are delivered in a variety of ways to meet the needs of each specific community, which is essential for improving individual outcomes. Examples of service delivery include individual and group sessions, couple sessions, mental health focused workshops, outreach services and supporting community events.



## Services provided:

### Psychological Therapies

*Funded by the North Queensland Primary Health Network*

This service is designed to engage individuals living in difficult to access areas of Cape York who present with mild to moderate mental health needs. This client centred care is provided holistically through individual sessions and if required, with family and external service providers. The key role throughout these psychological therapy sessions is to engage effectively in assessing and treating clients, while promoting wellbeing through a trauma informed and recovery focused approach.

### Child and Parenting Support

*Funded by the Australian Government Department of Social Services*

Delivered in Normanton, Croydon and Karumba, our Child and Parenting Support service allows children, parents or carers access to a specialised mental health clinician. Along with individual sessions, we provide psycho-educational sessions to teachers and other school staff around issues that impact children's learning such as anxiety and trauma. The program also responds to emergent issues such as stress, self-harm, grief and loss.

 **Phone: (07) 4040 0444**  **Email: MHadmin@rfdsql.com.au**

## Outback Mental Health

Our Outback Mental Health service consists of three programs which are delivered across western Queensland – the Drought Wellbeing Service, Wellbeing Out West and the Remote Wellbeing Service. The multi-disciplinary team consists of clinicians with mental health training in the fields of Psychology, Nursing, Social Work and Occupational Therapy.

## Services provided:

### Drought Wellbeing Service

*Funded by the Queensland Government Department of Health*

The Drought Wellbeing Service provides counselling and support to adults living and working in remote and rural areas of Queensland impacted by drought. Our mental health clinicians are specifically trained to assist people with a range of mental health presentations, offering a confidential environment to express concerns and problem solve. Strategies are designed and implemented to help prevent a wide range of conditions such as depression, anxiety, sleep disturbance and stress. Service delivery includes brief interventions, informal support, one-on-one counselling services, presentations and workshops, participation in community events, Pit Stop Health Checks and mental health education and literacy.

### Wellbeing Out West

*Funded by Ride-West and other generous donors*

Funded by the RideWest charity ride from Brisbane to Longreach, the Wellbeing Out West service provides free of charge mental health training, education and support to people in rural and remote Queensland. The service is targeted towards anyone experiencing tough times due to rural adversity and focuses on adults living and working in western Queensland. Service delivery includes community based mental health workshops, Pit Stop health checks, mini field day programs, mental health first aid training and on-station workshops.

### Remote Wellbeing Service

*Funded by the Australian Government Department of Health*

The Remote Wellbeing Service places a mental health clinician in each of our primary health care clinics across north west, central west and south west Queensland. Our clinicians meet the mental health and wellbeing needs of these communities by delivering face-to-face clinical counselling services.

 **Phone: 1300 101 174**  **Email: outback@rfdsql.com.au**



# headspace Cairns

Funded by the Northern Queensland Primary Health Network



Continuing our role as lead agency for headspace Cairns, this service is responsible for the provision of youth mental health and counselling services in the region.

## Services provided:

headspace Cairns offers a welcoming, safe space for young people aged between 12 and 25 providing access, support and information for a broad range of concerns including mental health, physical health and sexual health, drug and alcohol, employment and education, and support for families and carers.

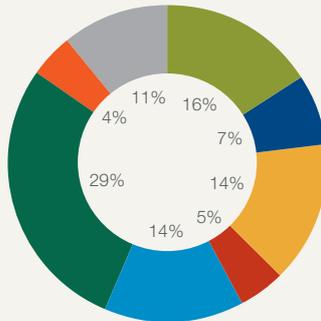
headspace Cairns is a service co-designed with young people to ensure each program delivered is relevant, accessible and highly effective for all individuals. Our services are offered through both individual sessions in our centre or through specific group programs and can be accessed through self-referral, guidance officers and/or general practitioners. Continuing our commitment to rural service delivery, headspace Cairns now provides an outreach service to rural and remote areas surrounding Cairns.



**Phone: (07) 4041 3780** **Email: [info@headspacecairns.org.au](mailto:info@headspacecairns.org.au)**

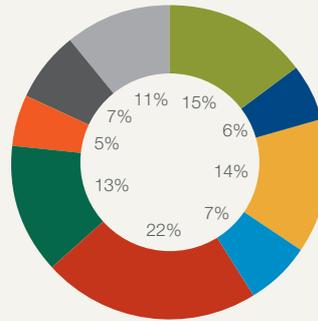
### Initial reason for referral to Outback Mental Health

- Depression
- Grief / Loss
- Mental Health & Other Disorders
- Parent / Carer and Child
- Relationships
- Stress
- Trauma
- Other



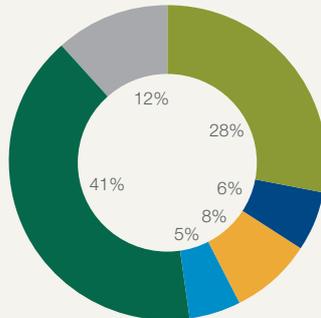
### Initial reason for referral to Far North Mental Health and Wellbeing Service

- Depression
- Grief / Loss
- Mental Health & Other Disorders
- Relationships
- Screening
- Anxiety
- Trauma
- Violence
- Other



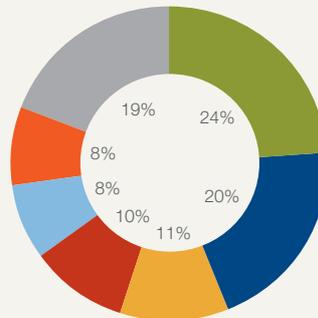
### Initial reason for referral to Central West Mental Health and Wellbeing Service

- Depression
- Grief / Loss
- Mental Health & Other Disorders
- Relationships
- Anxiety
- Other



### Initial reason for referral to headspace Cairns

- Feeling Sad or depressed
- Feeling Anxious
- Problems with how I feel (historical)
- I was made to come
- Problems with family or friend relationships
- Stress
- Other



Data current 2017/18

RFDS is committed to expanding services to meet the changing needs of communities in rural and remote Queensland. For more information or to discuss your specific community needs please contact:



**Tim Shaw**  
 Manager – Mental Health Services  
 > 0458 858 566  
 > [tshaw@rfdsqld.com.au](mailto:tshaw@rfdsqld.com.au)



**Candice Crawford**  
 State Manager – Strategy and Engagement  
 > 0439 843 431  
 > [ccrawford@rfdsqld.com.au](mailto:ccrawford@rfdsqld.com.au)

Visit our website [www.flyingdoctor.org.au/qld](http://www.flyingdoctor.org.au/qld)



Royal Flying Doctor Service acknowledges the Australian Aboriginal and Torres Strait Islander peoples as the first inhabitants of the nation and the traditional custodians of this land.