

27 November 2018

## **MEDIA RELEASE**

### **Mental Health Service Navigators to streamline access to mental health support**

Mental Health Service Navigator, a new program run by [Neami National](http://www.neaminational.org.au) and funded by the [Darling Downs and West Moreton PHN](#) under the Australian Government's PHN Program, launched this week and will provide support across the Ipswich, Toowoomba, Scenic Rim and Lockyer Valley regions..

Connecting with the right support at the right time is crucial to successfully addressing mental health needs, however navigating the avenues for support can at times be complex. The new Mental Health Service Navigator program will aim to streamline access and plays a critical role in assisting GPs, service providers, consumers and carers to find the most appropriate local services that can offer assistance to achieve better mental health and wellbeing.

The Neami National team bring to their role as health service navigators, a wealth of experience in assisting people with mental health concerns to identify and explore their goals for recovery. Using this understanding of an individual's needs, goals and values, the Neami National team can connect people with the most appropriate services.

The Mental Health Service Navigator program is part of the stepped care approach to mental health, which forms part of the Australian Government's mental health reforms. Stepped care is an evidence-based approach, providing support for people with low intensity care needs through to people with highly complex and intense support needs. The stepped care approach aims to provide flexible and adaptable support that meets an individual's needs across the spectrum as they change over time.

Federal Member for Wright, Scott Buchholz said, "The Mental Health Service Navigator Program is yet another way the Federal Government is delivering essential services for patients and their families. This program will provide a greater level of coordinated care ensuring that patients and their families are supported to access the most appropriate care that suits their individual needs."

Neami National is one of Australia's largest providers of community mental health support, bringing over 30 years' experience working in partnership to deliver innovative services across Australia.

Neami National Queensland State Manager, Karen Thomas said, "Working in partnership is key to our approach at Neami. The Mental Health Service Navigator program is a great example of partnerships in action and we look forward to working closely with GPs, local service providers and people seeking support to address mental health concerns, with the goal of connecting people with the right support at the right time. We're proud to have the opportunity to deliver the innovative Mental Health Service Navigator program across the Ipswich, Toowoomba, Scenic Rim and Lockyer Valley regions."

Darling Downs and West Moreton PHN Chief Executive Officer Merrilyn Strohfeldt said, "We know that navigating the different kinds of mental health supports that are available can at times be complex, particularly when a person or their loved one is going through a difficult time.

In addition to supporting GPs, service providers, patients and carers to navigate available mental health services in the region, the Health Service Navigators can also assist patients and their families to be connected with additional services that address factors that can contribute to poor mental health such as housing concerns, job loss and financial pressures.”

For service enquiries, contact the Mental Service Navigator team, email [navigator@neaminational.org.au](mailto:navigator@neaminational.org.au) or call 1300 012 710.

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## **About Neami National**

Neami National is one of Australia’s largest providers of community mental health services, supporting people living with mental illness to improve their health, live independently and pursue a life based on their strengths, values and goals. Neami National celebrated its 30<sup>th</sup> anniversary in 2017 and today Neami National provides services in communities across Australia, supporting over 9,000 people to improve their mental health and wellbeing.