

# Streamlined access to mental health services

Connect to Wellbeing provides streamlined access to mental health services for people in northern Queensland.

Following a 'no wrong door' approach, Connect to Wellbeing provides a single point of entry to psychological services. Offering intake, assessment, triage and referrals, Connect to Wellbeing connects people with the right service at the right time. The centralised intake service is accessible online, via phone or email.

Connect to Wellbeing is a Neami National service supported by funding from the Australian Government under the PHN Program.

## Contact us

Connect to Wellbeing is located in Cairns, Townsville, and Mackay, and services northern Queensland from the Torres Strait to Mackay.

📞 1300 020 390

🌐 [www.connecttowellbeing.org.au](http://www.connecttowellbeing.org.au)

✉️ [contact@connecttowellbeing.org.au](mailto:contact@connecttowellbeing.org.au)



We acknowledge Aboriginal and/or Torres Strait Islander peoples and communities as the Traditional Owners of the land we work on and pay our respects to Elders past, present and emerging. We recognise that their sovereignty was never ceded.

Neami National is committed to cultivating inclusive environments for staff, consumers and carers. We celebrate, value and include people of all backgrounds, genders, sexualities, cultures, bodies and abilities.

© Copyright Neami National 2018  
V1 Published May 2018



## Stepped care mental health support across North Queensland

## No cost, easy access

Anyone needing mental health support can be referred by a GP or primary health team to Connect to Wellbeing for assistance to connect with local services.

### How to refer

Referrals to Connect to Wellbeing can be made via:

 Download a referral form  
[www.connecttowellbeing.org.au](http://www.connecttowellbeing.org.au)

 Fax the completed form to  
**1300 027 880**

 Call to discuss referrals  
**1300 020 390**

## Integrated mental health support

Once a referral is received by Connect to Wellbeing, a skilled clinician will use holistic assessment tools and a person-centred approach to understand an individual's needs and determine relevant and available support services.

Through strong clinical and community connections, Connect to Wellbeing works to ensure that the right service is available at the right time. GPs and primary health teams will be provided with updates as referrals are actioned and received by service providers.

Based on the stepped care model of mental health support, Connect to Wellbeing focuses on integration of the health care system and facilitates people moving easily between programs as their support needs change over time.

Connect to Wellbeing doesn't replace the referral system used by Queensland Health - Mental Health Services.

## About Neami National

Neami National is one of Australia's largest providers of community mental health services. We support people to improve their health, live independently and pursue a meaningful life based on their strengths, values and goals.



## About NQPHN

Northern Queensland Primary Health Network (NQPHN) is an independent, not-for-profit organisation funded by the Australian Government to commission services to meet the health needs and priorities of our region.

For more information about the changes to the mental health system contact NQPHN.

 (07) 4034 0300

 [mentalhealth@primaryhealth.com.au](mailto:mentalhealth@primaryhealth.com.au)

 [www.primaryhealth.com.au](http://www.primaryhealth.com.au)