

Health Service Navigators

Service navigation plays a critical role in the stepped care approach to mental health and provides Health Service Navigation for people with or at risk of mental illness.

Darling Downs and West Moreton PHN has commissioned Health Service Navigators to assist GPs, service providers, consumers and carers to navigate the

services available under stepped care in our region.

The Health Service Navigators role is to:

- coordinate linkages to supports and services for patients and consumers;
- map and identify mental health service needs and gaps in communities at the local level;
- provide information where

appropriate for services offered by the PHN under Primary Mental Health Care and information for consumers on other PHN programs and supports as necessary.

→ ELIGIBILITY CRITERIA

Patients and clients across all levels of stepped care can access the Health Service Navigators.

→ WHO CAN REFER?

Anyone can refer to the Health Service Navigators, including GPs, service providers, clients and patients, and family members and carers.

→ REFERRAL PATHWAY

Individuals can self-refer direct to the providers.

GPs and other service providers will need to refer through referRHEALTH, our online e-Referral system.

PROVIDER	SERVICE REGION/AREA	CONTACT DETAILS
Neami National	Toowoomba, Ipswich, Lockyer Valley and Scenic Rim regions	<p>P 1300 012 710</p> <p>E navigator@neaminational.org.au</p> <p>F 07 3103 4634</p> <p>W www.neaminational.org.au</p>
RHealth	Goondiwindi, Southern Downs, Western Downs, South Burnett, Cherbourg and Somerset regions	<p>P 1300 012 710 or contact RHealth direct on 07 4638 1377</p> <p>E services@rhealth.com.au</p> <p>F 07 4151 0794</p> <p>W www.rhealth.com.au</p>