

Responder Assist

Centre of Excellence in Emergency Worker Mental Health

Are you experiencing mental health symptoms at work?

Responder Assist is an independent service specialising in emergency worker mental health. If your work has affected your psychological health and wellbeing, or you are troubled by mental health symptoms at work, contact the Responder Assist clinic for a confidential and independent assessment and a discussion about the treatment options available.

Why contact us for help?

Responder Assist supports emergency workers to access evidence-based and independent help with mental health. By engaging Responder Assist to support your recovery, you:

- Give yourself the best chance of recovery by receiving care based on the latest available research evidence
- Can be assured that you will be referred to the most appropriate information, support, or treatment option for your individual needs
- Can feel confident knowing that, if you do require specialised treatment, it will be provided by a clinician who is experienced in treating emergency workers
- Will have access to a range of treatment and support options, such as:
 - A network of specialist mental health providers (such as clinical psychologists, psychiatrists) with expertise in emergency worker mental health

How to contact Responder Assist Clinic

Responder Assist's clinical services are currently available to eligible Victoria based emergency workers (current and retired), requiring mental health advice and treatment as a result of a traumatic event in the workplace. This also includes volunteers, administrative and non-operational staff. To access Responder Assist:

1. Contact our intake team on 1800 329 191 for a confidential chat with our intake team. Referrals and inquiries to Responder Assist can also be made by GP's and other health professionals.
2. Our team will make an assessment based on your case and talk with you about the best options available to you.
3. Our team will assist you in making an appointment with the relevant practitioner or agency and will be available for follow-up support if required.



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Assist

VICTORIAN CENTRE OF EXCELLENCE
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What will it cost?

There is no charge to access the assessment and referral components of Responder Assist. Where required, some specialist treatment services may be funded by WorkCover. Additionally Medicare referrals with a current and valid Mental Health Care Plan from your GP can also be used to help co-fund your treatment (limited number of sessions). You can also elect to pay for the full cost of your treatment as an out-of-pocket expense.

What is Responder Assist?

The Responder Assist Centre of Excellence for Emergency Worker Mental Health service is funded by the Victorian Government Department of Health and is run by Phoenix Australia - the Australian National Centre of Excellence in Posttraumatic Mental Health.

Our goal is to improve emergency worker mental health in Victoria. We aim to achieve this through three broad pillars of activity:

- An assessment and referral service to ensure you can access care that is right for you
- Awareness, training, and clinician support to help ensure that emergency workers across Victoria are receiving the best possible mental health care
- Research and evaluation to better understand the needs of emergency workers and to improve the quality of treatment they receive

For more information visit us online at: www.responderassist.com.au

About Phoenix Australia

With 25 years' experience in trauma-related mental health and wellbeing support, Phoenix Australia provides informed, evidence-based and expert delivered training.

We are Phoenix Australia. We understand trauma and renew lives.