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INTRODUCING AUSTRALIA'S FIRST DIGITAL PSYCHOSOCIAL SUPPORT SERVICE

Giving Australians with complex mental health needs free and accessible support, connection, hope and guidance towards recovery.

WHAT'S INSIDE.

BRIDGING THE GAPS

Meeting demand for quality, affordable, accessible and scalable psychosocial support services; guiding people with complex needs to take charge of their recovery; and reducing the number of times they have to tell their stories are urgent and old problems. SANE has developed a new solution.

Funded by a pilot grant from the Australian Government, SANE's guided service is designed to bridge the gaps between primary care and access to recovery focused, peer-to-peer and e-mental health services. Designed to support people with complex mental health needs as well as family and carers, this personalised service delivers counselling, peer support and access to recovery groups and a community of support, to empower individuals to build skills that improve recovery and quality of life.

> I was given the opportunity to explain myself and felt like I was seeing a path forward.
>
> Participant

Key features of the service include:

- Rapid access to a structured, 14-week program offering the choice of free counselling, peer support, mutual self-help peer support groups, online community Forums and guidance to access online and other mental health services, offering choice between counselling and peer support depending on individual needs and preferences.

- Access via self-referral or referral by GP, health or other service provider, family or carer.

- Currently available to people aged 18 and over living in designated regions across every Australian State and Territory.

- Co-designed with a diverse group of 60 people with Lived Experience and built on cutting edge consumer-designed digital platforms to be inclusive for Aboriginal and Torres Strait Islander people, veterans, people with psychosocial or intellectual disability, acquired brain injury, people who are autistic, and those with co-occurring issues such as substance use or homelessness.

REACHING PEOPLE IN REAL NEED OF PSYCHOSOCIAL SUPPORT

In the 17 months since the full service was launched on SANE's co-designed consumer portal in mid-May 2022[1]:

3,908 people were referred or self-referred into the service.

2,450 people were engaged to explore the service from right across Australia.

1,372 people progressed to have one-to-one peer or counselling sessions following initial welcome and planning session, with an average of six sessions each.

12,000 appointments were completed.

65% identify as female.

37yrs average age of people using the guided service.

28% report their only source of mental health care to be a GP.

11% report no mental health or primary care support in place at time of referral to SANE.

Supporting people with a broad range of mental health conditions and high rates of complexity

60% live with two or more mental health conditions

20% history of drug and alcohol use

10% homeless or risk of homelessness

14% experiencing or at risk of domestic violence

11% recently hospitalised

70% report trauma or complex trauma

11% at risk of self-harm

4% recent suicide attempt

60% report co-occurring complex issues, including but not limited to family violence, homelessness and/or issues related to alcohol and other drugs.

Reaching people who often face barriers accessing mainstream services

20% live in rural, regional, or remote Australia.

20% autistic or living with intellectual disability.

9% Lesbian, Gay, Bisexual, Transgender Queer, Intersex, Asexual+.

6% identify as Aboriginal and/or Torres Strait Islander.

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Guided Service 2023   [1] Demographic data presented is accurate for the period 9 May 2022 to 24 September 2023.   sane.org · 6
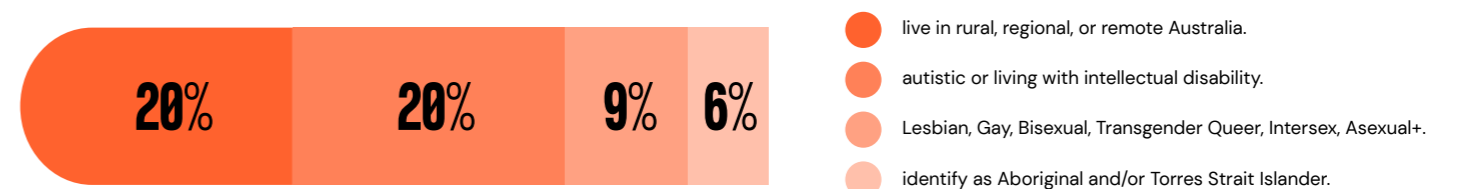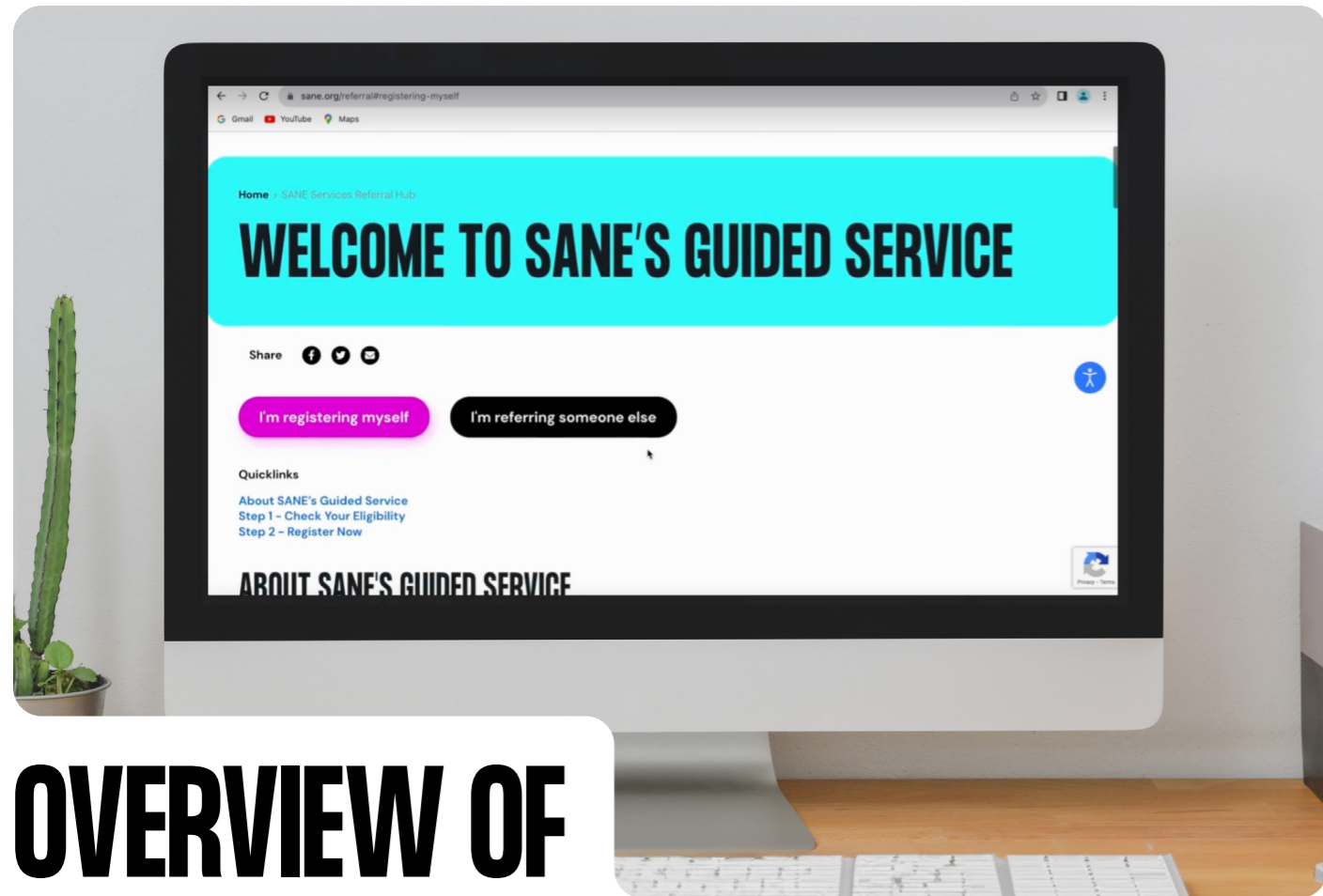
OVERVIEW OF SERVICE

Participants self-refer or are referred to SANE's guided service by a GP, service provider, allied health practitioner, hospital, community organisation, family member or friend.

WELCOME

- During the initial welcome phase participants self-refer or are referred by visiting https://www.sane.org/referral and completing a webform which triggers a review and acceptance notification followed by an invitation to set up an individual participant portal.

- Participants can add up to five support people, enabling them to also attend appointments, and complete formal consent and privacy processes.

- A 'Welcome Call' is delivered, to discuss the program, explain what to expect and any risks or concerns, and allow participants to choose between counselling or peer support.
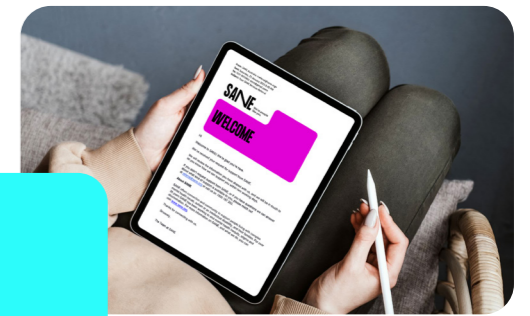
SUPPORT

- Participants discuss their needs and are guided to develop a Support Plan focused on practical recovery-orientated goals with meaningful, measurable outcomes.

> My counsellor is skilled at making me feel seen as well as heard and understood, quite a feat for a telehealth service. I feel like she knows me and her voice has become familiar and soothing.
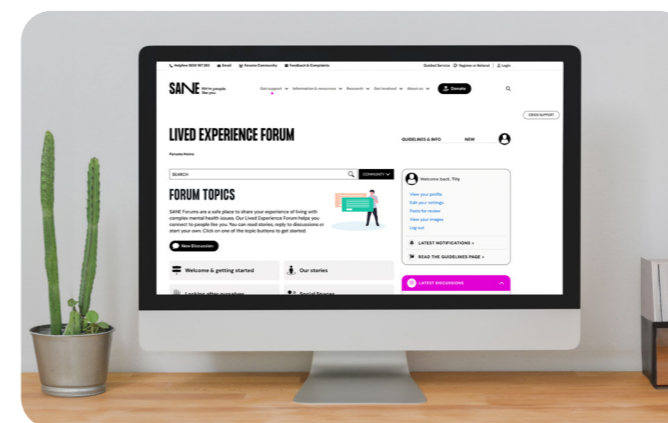
Participant

## INDIVIDUAL AND GROUP SUPPORT

- Participants begin one-to-one counselling or peer support sessions and mental health recovery group sessions, and are encouraged to join SANE's online community Forum which offers 24/7 peer-to-peer support.

- Participants have access to SANE's Support Line and resources, fact sheets and blogs; and during individual support they can be assisted with referral to other health or social services as well as being supported to access evidence-based online tools and resources via their local Head to Health portal.

- Group programs allow up to eight participants per group and follow a peer support mutual self-help and CHIME framework, supporting recovery and social connection.

SKILLS FOR THE FUTURE

- During individual counselling or peer support appointments participants work towards progress against their Support Plan and goals which are accessible through the online portal.

- Participants are asked to complete baseline and follow up questionnaires to allow outcomes to be monitored using validated measures (K10 or K5, RAS, ReQol). These are used in real time by counsellors and peer support workers to understand participant levels of distress and mental health, as well as evaluate the program impact.

Transition plans are developed and added as part of each stage of the service and participants are supported to transition into other services as needed. Importantly, transition into SANE's online community Forums allows for participants to return for further services in the future.

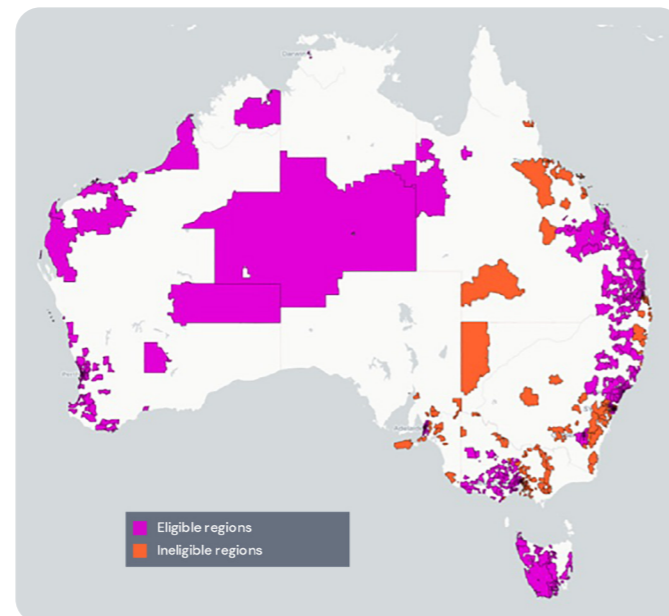It maintains a 97% "thumbs up" rating from people using the service.
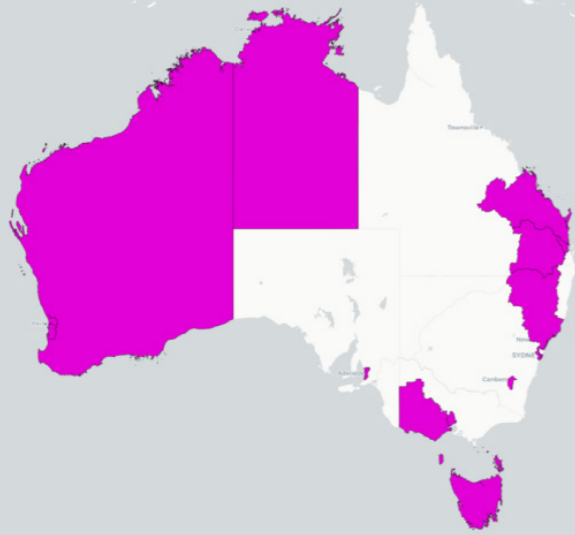
CURRENT SERVICE AVAILABILITY

- Victoria
1. North-Western Melbourne PHN
2. Western Victoria PHN
- Queensland
3. Central Queensland, Wide Bay, Sunshine Coast PHN.
4. Brisbane North PHN
5. Darling Downs and West Moreton PHN
- ACT
6. Capital Health Network

- New South Wales
7. Western Sydney PHN
8. The Hunter, New England and Central Coast PHN
9. Central and Eastern Sydney PHN
- South Australia
10. Adelaide PHN
- Northern Territory
11. Northern Territory PHN
- Tasmania
12. Tasmania PHN
- Western Australia
13. WA Primary Health Alliance (comprising Perth North, Perth South & Country WA).

I had my first counselling session today and I have come away from that phone call feeling listened to, understood and positive to give some new strategies a go.

Participant

Guided Service – Referrals received

- Eligible regions
- Ineligible regions

ELEANOR'S STORY

Eleanor is a 20 year old university student from Queensland. She joined the guided service while struggling with significant depression, social anxiety and neurodiversity.

I first came across SANE when I was in my last year of high school and struggling with my mental health. I had overwhelming anxiety and depression and was finding everything about my life to be really stressful. At times I felt completely alone, like I was different and disconnected from everyone around me.

After unsuccessfully trying to get help from a few different places, I was eventually referred to the SANE guided service by the Strathpine headspace service. They thought it would be a good fit for me because I could access the service from home and was able to fit it around my school schedule.

SANE counsellors are very experienced in supporting neurodivergent people, which was great because I really needed someone who understood who I was and the kind of support I needed. I was dealing with undiagnosed ADHD along with the depression and anxiety; I felt like I was going crazy, and I felt guilty for it. After being referred, I was immediately linked into my counsellor, Matthew, who stayed with me the whole time I was engaging with the service.

He created an understanding environment, which was a relief after having so many experiences with services being judgemental and distant towards me. It helped me to open up about things I was afraid to talk about and understand that my feelings were valid.

In our first session we talked about how I was feeling, and we worked together to identify what practical steps I could take to make my life better. We discussed what coping strategies I could use to manage my anxiety around schoolwork and the social anxiety that was limiting my ability to form good relationships with others.

He helped me understand that it was okay to take time for myself and not dedicate so much of my energy towards pleasing other people. With his support, I learnt how to set boundaries with people and know that my worth as a person wasn't connected to what I could do for other people. This led to me being much happier in my relationships with friends and family and had a huge impact on my overall mental health and wellbeing.

I'm now at university and studying a Bachelor of Design. University life can still be stressful, and it has been a big transition, but I feel a lot more prepared for it and I've been able to make some great friends.

Obviously, depression and anxiety don't just go away overnight. I still have to work on the strategies I learnt in the guided service – I practice them nearly every day – but it's definitely getting easier.

My regular sessions with Matthew have stopped now, but I know I can always go back if I need to, or use their drop-in counselling service or forums if I need urgent or immediate support.

I WOULD ABSOLUTELY COME BACK TO USE THE GUIDED SERVICE AGAIN IF NEEDED. I ACTUALLY REALLY MISS SPEAKING WITH MATTHEW!

SONIA'S STORY

Sonia is 52. She is from a culturally and linguistically diverse background and lives in NSW with a history of complex mental health issues and trauma including BPD.

"I was referred to SANE by the hospital emergency department following a suicide attempt after a personal crisis – I had separated from my partner of many decades. I felt so much helplessness and had been taken to hospital, I didn't have a lot of hope.

I didn't believe I was worthy of self-care.

SANE connected me with a peer support worker and each week she just helped me feel more hopeful. My peer support worker helped me think about goals – which were to find purpose and meaning.

Over the weeks with SANE's guided service, I've started to value myself more, and put myself first. I've been speaking up more about how I feel and communicating better with my family.

My peer support worker shared resources with me and helped me feel hopeful even when I didn't. They encouraged me to get back in touch with my psychologist – I hadn't been seeing them unless things were really bad because I found it so triggering and upsetting but my peer worker encouraged me to get back in touch and take it really slowly.

They made me feel like it's up to me how much I share and what I talk about, that kind of thing. They helped make it safe for me to get more regular mental health treatment.

In the beginning, I couldn't even get out of bed and today I am sitting on the front steps in the sun and appreciating those moments of being alive.

It's hard to fully describe the difference this experience and the kindness and concern from regular calls with the peer worker through SANE has made in my life.

"IT WAS LIKE THERE WAS A DROUGHT IN MY HEART AND YOU WERE THE RAIN."

TOM'S STORY

SANE is working towards an integrated community of support model as the following story highlights:

Tom is a young Arrente father in his 30s, living on Gadigal Country in NSW who initially connected with SANE to find support with managing his mental health which is affected by his significant past lived experience of trauma; as well as ADHD, anxiety and the impacts of racism and social exclusion.

He was finding it hard to maintain work and daily routine and cope with anxiety and frustration. Tom reached out to SANE initially as a member of the SANE online community Forums. He needed additional, step-up support and SANE helped him to self-refer into the guided service.

Part way through accessing the guided service Tom moved from accessing counselling support to peer support to better meet his needs and help him focus on his goals in a trauma-informed way.

"Talking to SANE allows me to express how I feel and be myself. I get to practice the skills I want to have, in a safe place."

Tom set and achieved goals relating to improving his social networks within his local community, and re-engaged with primary care and mental health treatment and support; whilst also continuing to engage as a member of the forums in between peer support sessions.

He found having individual peer support to discuss coping strategies as well as access to the SANE online community Forums to debrief and connect with others was helpful to alleviate some of the isolation he was experiencing; allowing him to share how he was feeling and process things through journaling and engaging with the forum community.

"It gives me somewhere to talk through my anxiety and I love that I can already look back at the times that were the hardest where I struggled the most and I can see how far I've come."

Tom feels that it is important to highlight that when people are supported in a way that suits them, they can learn the skills they need to meet their goals.

SANE's tailored, flexible support has made him feel heard and provided him what he needs for his recovery to maintain his wellbeing and role in his family, workplace, and community.

"I'VE NEVER HAD A SERVICE LISTEN TO ME AND MEET WHAT I NEEDED BEFORE, LIKE THE WAY SANE HAS."

DESIGNING FOR OUTCOMES,

Implementation: SANE's journey to develop guided service

| Exploration and Co-Design June – Oct 2021 | Minimum Viable Service Go-LIVE Nov 2021 | Platform development Dec 2021 – April 2022 | Australia's first co-designed, secure mental health portal | Early challenges identified including tension between flexibility for participants and consistency, workforce scheduling. | Intensive development of new pattern of service, improvements to quality, consistency and engagement. |

60 diverse participants

The Alive National Centre for Mental Health Research Translation

Two regions:
North Western Melbourne PHN and Central QLD, Wide Bay, Sunshine Coast PHN

50 participants

Focus on developing local partnerships.

Lived Experience User Experience (UX) testing

Visual design

Program manualisation (Guided 1.0)

Platform Go-LIVE 9 May 2022

Scale & refine Every state/territory July 2022 – June 2023

Guided Service 2.0 Continuing 13 regions July 2023 – June 2024

REFINING FOR SCALE

Transforming to become an integrated part of the health and social sector

Following a comprehensive co-design development phase conducted in partnership with the ALIVE National Centre for Mental Health Research Translation, the implementation of the guided service began with an initial trial phase (Minimum Viable Service, MVS) in November 2021–April 2022 involving two Primary Health Networks (PHNs): North Western Melbourne and Central Queensland, Wide Bay, Sunshine Coast. The focus of this first phase was to build different ways of working – challenging the traditional notion of a national helpline or digital mental health provider typically working agnostically to the local state-run or primary health system, and instead focused on the creation of local partnerships to support effective referral networks with GPs and other allied health referrers, through their PHNs. Through 2022, SANE gradually expanded access to the following 13 regions, eventually covering all states and territories.

There are multiple referral pathways into the service, including (but not limited to), self-referral, GPs and other medical specialists, allied and other health care providers, and family/carer referral.

Continuous effort has been made to create awareness of the service among vulnerable population groups including Aboriginal and Torres Strait Islander peoples, culturally and linguistically diverse groups, and LGBTQIA+ communities, and SANE continues to work in close partnership with GPs, non-government organisations (NGOs), hospitals, PHNs, State and Territory Governments and Aboriginal Community Controlled Health Services.

SANE also focused early on building, testing and refining consumer marketing strategies to grow self-referrals via online advertising; something that continues to be a strength of the program supporting participants to self-refer via one webform and this method continues to see high proportions of participants referring who are not in contact with any mental health services at the time of referral. This demonstrates that SANE is reaching a priority group of people who are otherwise not accessing support.

Led by a strong, digital-first user experience (UX) focus to underpin the service model and digital design, in May 2022, SANE launched the digital platform to support the guided service which included Australia's first co-designed and secure participant portal.

SANE's evaluation and continuous improvement approach

SANE invested heavily in systems and platforms and designed the service to be continuously evaluated using structured demographic and historical participant information through the referral form and participant record system. Evaluation also includes the use of validated pre- and post-service outcomes using validated measures, including Recovery Assessment Scale (RAS) and Recovering Quality of Life (ReQoL).

SANE also captures K10 and K5 assessment data which is used to support overall understanding of a person's level of distress and forms the basis of additional outreach calls to check in. In future, as SANE improves consistency of practice in supporting participants to use evidence-based e-mental health programs available via headtohealth.gov.au, particularly those involving evidence-based treatments, we hope to influence changes to mental health measured using these scales.

Regular participant feedback is sought after each call, allowing participants to provide a 'thumbs up, thumbs down' rating as well as optional comments.

Over nearly 24 months, SANE has iterated and improved many aspects of the service, identifying challenges and making necessary adjustments as part of our action research approach. SANE's guided service was independently evaluated by the University of Queensland over a period from Nov 2021 to the end of June 2023.

Putting outcomes first

Building meaningful evaluation protocols and ensuring optimal outcomes has been a priority in the first year of operation. With the expert support of researchers at the University of Melbourne, we invited all service users to complete the RAS and ReQoL to better understand the impact of the service on recovery and quality of life.

In October 2023, over 165 participants had completed these questionnaires at two or more time points (Time 1 and Time 2), allowing us to track change over time.

Early results are promising, with statistically significant improvement in overall recovery and quality of life seen in those participants. There were larger effects in scores on Recovery Assessment Scale (RAS) subscales assessing personal confidence and hope, willingness to ask for help and experiencing less

domination by symptoms. Supporting this, analysis also showed a decrease in the number of days that people reported being totally unable to work, study or manage their day-to-day activities because of their symptoms. We also explored the numbers of people showing reliable change between Time 1 and Time 2 and found that more people experienced improvements in recovery and quality of life than decreases.

With over 12 months of data consistently demonstrating statistically significant improvements in recovery and quality of life; SANE has been able to demonstrate promising outcomes early on, and then focus on taking those to scale.

Access to free counselling and peer support

According to many existing service users, the most valuable offering from the guided service is the free access to counselling or peer support. In fact, for many participants, the guided service provided their first opportunity to engage with peer workers. Currently, around one third of service participants select a peer support worker as their primary service navigator.

Feedback from service participants shows benefits to offering both modalities:

Emotional support

- Both peer support and counsellor support are recognised for providing valuable emotional support. Participants express the ease with which they can open up and discuss their concerns and challenges in both types of support.

Effective goal setting

- Participants have appreciated the diversity of views taken by peer workers and counsellors when it comes to setting and working towards their goals. They appreciate the opportunity to track progress and adjust plans as needed.

Valuable insights and suggestions

- Participants across both support types express gratitude for receiving valuable insights and practical suggestions. They highlight the knowledge and experience shared by peer support workers in particular helping them overcome challenges.

Connection through shared experience

- A common theme is the importance of shared experiences, with peer support in particular fostering a sense of connection and empathy that makes it easier for participants to relate to and trust the advice and support they receive.

Positive impact on mental health

- Feedback from both types of support indicates a positive impact on participants' mental health and wellbeing. They report feeling calmer, less depressed, and more optimistic after interactions with peer support workers and counsellors.

Professionalism and understanding

- Participants in both peer support and counsellor support appreciate the professionalism and clear communication displayed by the support workers. They highlight compassion, knowledge, and a respectful approach.

Respect for boundaries

- Both types of support are praised for respecting participants' boundaries, especially when dealing with sensitive topics or challenging times of life.

Ease of communication

- Participants find it easy to communicate with both peer support workers and counsellors, experiencing a sense of comfort and relaxation during these conversations.

Practical and empowering assistance

- Feedback underscores that both peer support workers and counsellors provide practical and empowering assistance, helping participants navigate complex issues and work through challenges related to mental health.

Consistency and reliability

- The ability of service users to set appointments to their own timetable and the consistency and punctuality of both types of support workers were highlighted as beneficial to service users, leading to reduced anxiety and creation of a sense of safety and trust in the relationship.

My peer worker is incredibly helpful and able to help me see things that are positive that could otherwise be interpreted as negative. She is ultimately helping give me hope for a radically better future.

Participant

KEY IMPLEMENTATION LESSONS

The SANE guided service is the first of its kind in Australia so emphasis was placed on knowledge generation and translation throughout the design, development and implementation process. Embedding evaluation into SANE's participant record system and processes has been crucial, allowing real-time evaluation of what works and what doesn't, and enabled rapid adjustments to be made to continuously improve and drive recovery outcomes.

Improving participant engagement, retention and consistency of experience

As of October 20 2023, the SANE guided service had received 3,908 referrals, with 2,450 becoming participants (defined as completing a Welcome Call) and 1,372 progressing through to complete the program.

The gap between initial referral rates and those progressing through the service was due to a range of factors including user choice and circumstances,

misperceptions about service fit or suitability and early implementation challenges that led to longer than average wait times and inconsistent follow up.

It's important to note that relatively high rates of attrition are common among digital mental health programs, particularly in those designed to have minimal barriers to access. Interestingly, SANE data shows a strong positive correlation between service retention and referral into the service by a health professional, and this will be explored during ongoing service review and development process.

The most significant change to improve consistency was the introduction of a more structured pattern of service, which was developed following analysis of actual usage and outcome data.

The guided service now offers participants a 14-week program of support, including eight individual support sessions, and fortnightly online group mutual self-help and peer support programs as shown on the next page.

> My counsellor was validating and provided valuable perspective. She allowed me to think some things through out loud and helped me to put those random thoughts into actionable goals.

Participant

The SANE guided service provides people with support to help recovery and improve quality of life with a particular focus on connecting people to primary care, engaging in treatment, SANE community and evidence-based digital mental health tools and therapies on Head to Health.
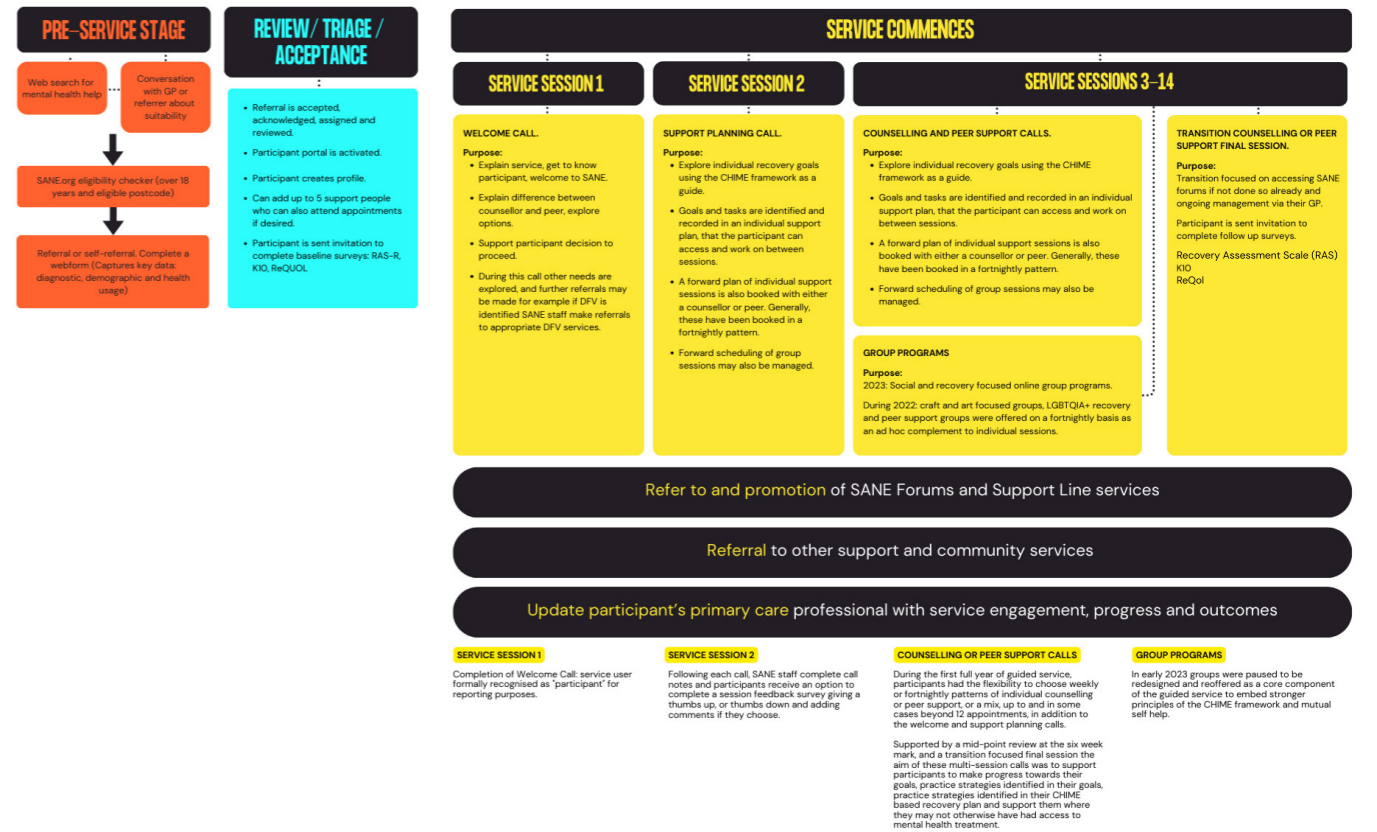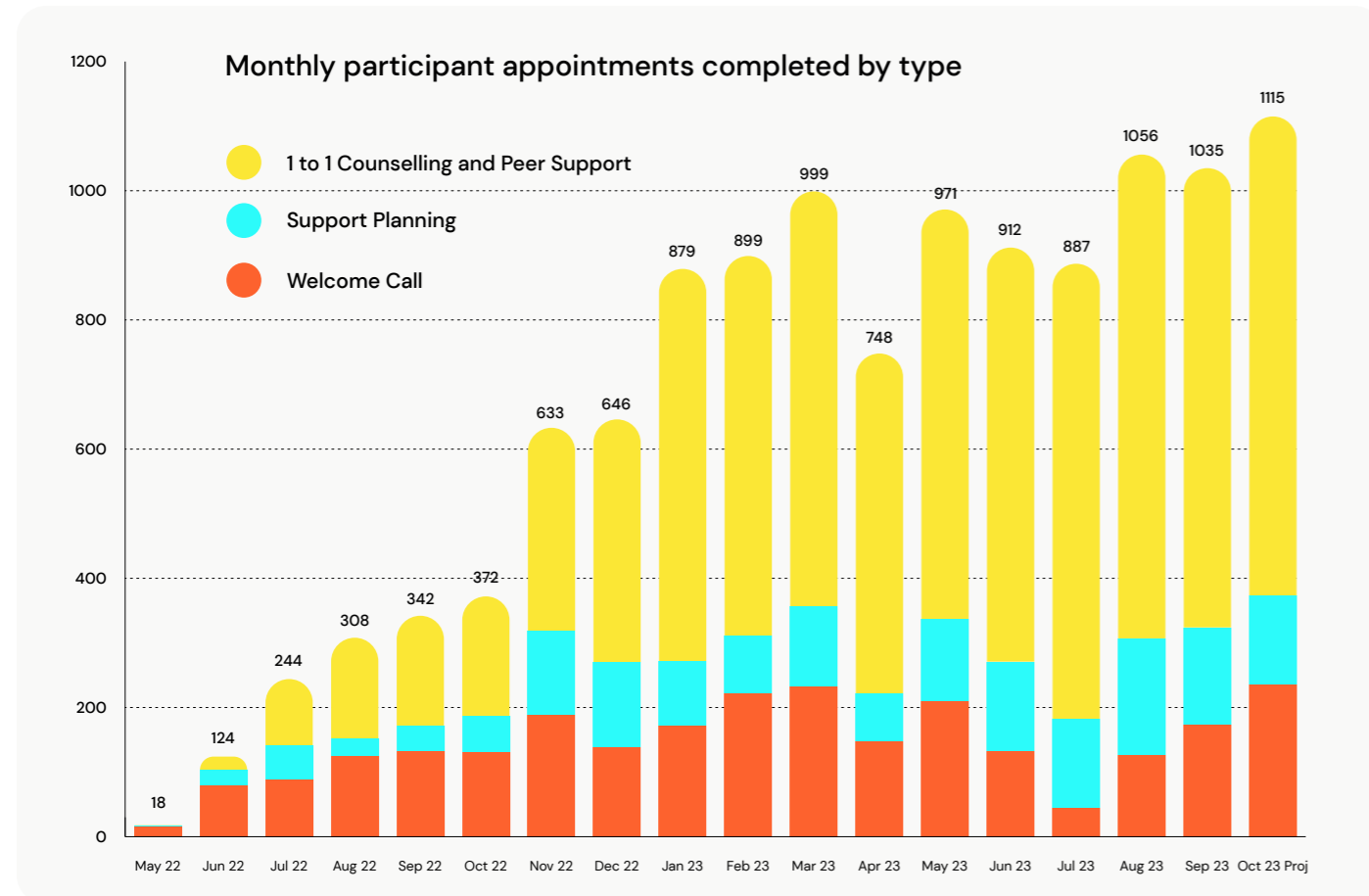
SANE also worked intensively to improve the participant onboarding experience including a focus on strategies to reduce no-shows to appointments and streamline the early engagement journey.

This process reduced the average waiting time between referral and first one-on-one session by two thirds and reduced no shows across all three types of appointment (Welcome Call, support planning call and individual counselling or peer support) by up to half.

As the following graph shows, following these and other improvements, productivity has exceeded earlier performance.

Monthly participant appointments completed by type

Legend:
- 1 to 1 Counselling and Peer Support (yellow)
- Support Planning (cyan)
- Welcome Call (orange)

Values (totals above bars):
May 22: 18
Jun 22: 124
Jul 22: 244
Aug 22: 308
Sep 22: 342
Oct 22: 372
Nov 22: 633
Dec 22: 646
Jan 23: 879
Feb 23: 899
Mar 23: 999
Apr 23: 748
May 23: 971
Jun 23: 912
Jul 23: 887
Aug 23: 1056
Sep 23: 1035
Oct 23 Proj: 1115

We anticipate a net increase in the total number of people receiving the guided service in FY24 which will lead to improvement to overall service value for money as the average cost per participant reduces.

As SANE continues to review and refine service performance during FY24, focus will be placed on individuals and communities with specific engagement needs, including Aboriginal and Torres Strait Islander participants, Autistic people and people with intellectual disability.

> **I was very happy with the session. My counsellor actively listened, was engaging, informative and sensitive. We got through so much and I have a clear idea of how we are to proceed.**
>
> Participant

Workforce improvements

The structure and composition of the guided service workforce has also evolved to improve the service. SANE revised the workforce to increase the minimum required skill level, refine the type of peer workers recruited to prioritise those with more extensive lived experience and recovery insights gained over many years and in accessing a range of service systems, as well as increased qualification and training requirements, and introduced credentialing.

Evolution of group programs

The approach to group programs was modified after analysing early poor sign-up and attendance. Initially, group programs had a focus on arts and crafts, which saw low participation rates. In mid 2023, SANE redesigned the approach to groups to align more closely to a mutual self-help and peer support framework. Following relaunch of groups as part of the pattern of service participation in groups has quadrupled.

User experience

Building and evolving our 37-year legacy of Lived Experience, SANE applied a UX methodology to the guided service design approach.

Applying a 'customer experience and engagement' approach more commonly used by online retailers, the guided service platform is designed to make users feel remembered and prioritised. It aims to empower and incentivise service users to revisit and reengage and provide a more personalised experience compared with many other existing digital mental health and support services.

SANE's service promotion strategy also followed this approach, using digital marketing strategies to position advertisements in front of those in need. The sign-up process was also made as simple as possible, reducing the number of steps required to encourage immediate action.

Communication within the guided service

SANE's focus on customer experience has been a significant strength of the service, particularly the provision of a simple webform for self-referral or referrals, eliminating the need for phone calls, emails, or call backs.

At the participant level, a key learning relates to balancing the need for communication and digital convenience with the high level of interaction required. This is a focus for FY24 and will include improved portal and SMS capabilities, tailored email communications and streamlined survey and data capture.

In our next phase of evolution, SANE will also focus on improving communication with referrers and other health service providers to drive integration with the wider healthcare and hospital system and supporting delivery of a true multidisciplinary approach.

Investing in analytics and capacity building

Building SANE's analytics capability has been a positive factor, especially in the last six months. This investment in analytics has contributed to a cultural transformation where we celebrate individuals for identifying areas for improvement, prototyping solutions, tracking results, and following a rapid digital quality improvement approach.

A key factor in our success has been having the right development team, including individuals with lived experience and a focus on participant outcomes, advanced information management, systems, analytics, and clinical skills. These roles are not distinct but balanced, ensuring clinicians understand, use, and improve systems and data, while data leads are engaged in services, recovery, and outcomes.

This highlights the opportunity for workforce development in Australian healthcare. As healthcare becomes more hybrid and digital, there is a need for graduates with cross-functional skills, including outcomes measurement and recovery, alongside clinical practice training.

These insights extend to the workforce which provides direct counselling and peer support. SANE's internal data shows that counsellors and peer workers reporting higher engagement and job satisfaction are those comfortable in a digital environment. Using digital platforms can be more efficient for those who appreciate the value of capturing information and understanding why systems are used the way they are.

> **It is beyond amazing to finally feel heard and understood.**
>
> Participant

LOOKING TO THE FUTURE

SANE's focus into the future will continue to be on enhancing accessibility and providing participants with an organised, user-friendly digital platform, while recognising the continued importance of in-person services. Digital services are powerful tools within a holistic community of support, not a replacement for face-to-face services. SANE is committed to complementing, extending and partnering with traditional services on the ground.

An exciting extension of guided service activities that we will explore in the future is the potential for machine learning and AI. Governed and guided by Lived Experience to ensure ethical design, these technologies could enhance (but never replace) the human interaction between counsellors or peers and participants by reducing system-related interactions and allowing faster and more focused recovery support.

Our focus for the next twelve months will be:

Refining the participant experience

- improving consumer engagement by deploying new features and working to deliver outreach that is more customised to the needs of different groups

- refining the design and delivery of recovery groups and moderated forums for specific cohorts and priority populations
- improving the service's structure, and using real-time tracking of participant progress to improve delivery
- improving integration with our own SANE online community Forums as well as how we collaborate with hospitals and community health.

Integrating seamlessly with the health sector

- partnering with primary care and allied health to design effective integration, in preparation for eventual API integration with My Health Record
- developing two-way, real-time reporting with primary care that addresses both mental and physical health as a proof of concept via integration with GP software
- enhancing the participant transition pathway following the guided service program
- designing and delivering innovative approaches to suicide prevention and supporting people in crisis through better follow up, safety planning and outreach

SANE
We're people like you.

PROUDLY A GLOBAL PIONEER IN DIGITAL MENTAL HEALTH

SANE services are designed to alleviate accessibility issues linked to workforce shortages, and support GPs and allied health as part of a better integrated mental health system, by guiding people with complex needs towards digital services and recovery.

SANE has deliberately moved away from the traditional anonymous 'helpline' model to become a world leader in scalable digital mental health services, as evidenced by our recent accreditation by the Australian Commission for Safety and Quality in HealthCare.

Our guided service has shown to be effective, accessible and highly acceptable to participants including those who are traditionally difficult to reach. We are excited about its potential to help safely and effectively bridge the gaps in our current mental health system.

We hope to see more GPs and others from the primary care sector referring participants to our service, and sharing any feedback you have.

Together, we can deliver personalised and effective support that reduces wait times and fragmentation and improves outcomes and connection for individuals and communities.

RACHEL GREEN
CEO. SANE

WORK WITH US

SANE relies on Government funding, grants and donations to do our work, but investing in refining and expanding the digital guided service is a policy priority.

SANE is seeking leading GP practices, hospital and community health networks within guided service regions to partner with us on the further design, protype and testing of integrated, multidisciplinary support.

To learn more and register your interest contact **partners@sane.org**

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SANE's free support services

sane.org
1800 187 263

Guided Service 2023