

# Short Term Therapies (STT) Program: Consumer Information Flyer

## What is the STT Program?

The Short-Term Therapies (STT) program, previously known as ATAPS, provides free short-term therapy for people experiencing mental health difficulties. The STT program offers two service streams including Psychological Therapies (PT) and Suicide Prevention (SP).

### Psychological Therapies (PT)

PT can support you to develop skills to help manage concerns that impact on your wellbeing. PT allows you to access an initial 6 sessions with an approved service provider. An additional 4 sessions are also available if needed.

To be eligible for Psychological Therapies you must:

- hold a current Low Income Health Care Card, Health Care Card, Pension Card or be otherwise identified by your GP as experiencing exceptional financial difficulties
- have moderate mental health difficulties
- reside in the Northern Territory and be eligible for Medicare funded service.

### Suicide Prevention (SP)

SP offers intensive therapy and support following a suicidal crisis, or for those at increased risk of suicide. Intensive support is available via this stream for up to three months.

Please note that the Suicide Prevention service is not a crisis service for those at immediate risk. For crisis support, please contact 000.

## How to access support?

Please book an appointment with your GP to discuss your mental health concerns and interest in accessing the program. Your GP will discuss the suitability of the program, complete a Mental Health Treatment Plan (MHTP) and refer you to the STT program with your consent. For further information, a [Client consent information sheet](#) is available on the NT PHN STT landing page.

You can also self-refer by contacting to Head to Health directly on 1800 595 212.

## What happens if I don't attend?

If you are unable to attend a scheduled appointment with your approved service provider, please contact them 24 hours prior to the appointment time. Please note that if you cancel within 24 hours, the session will be considered as "non-Attendance".

Your non-attendance will be informed to the Intake team by your service provider, which may result in closing your referral due to non-engagement if they are not able to contact you within a week.

If you choose to engage after the contact and if a non-attendance is taken place for the third time, that may again result in the STT provider closing your referral.

After two non-attendances, your approved service provider may inform the intake team. The intake team will contact you to see if you would like to continue in the program. If the intake team is unable to contact you within a week, your referral will be closed and the STT provider and referrer/GP will be notified. If the intake team are able to contact you and you choose to re-engage, please note, that a third non-attendance may result in the STT provider closing your referral.

### **How do I provide feedback**

You will be invited to participate in 2 non-mandatory surveys to provide feedback about the service you receive:

1. Survey about the intake process – immediately after completing the phone assessment.
2. Survey about the service provider – sent out via SMS/email after 6 sessions

Northern Territory PHN (NT PHN) actively encourages people to provide feedback about our programs and/or our contracted service providers. The feedback is used to measure performance and improve service delivery standards.

Your feedback will be treated with respect and confidentiality and is subject to the Privacy Act which is in accordance with the NT PHN External Compliments and Complaints Policy.

You can access the feedback link here: [Compliments & Complaints - Feedback Form](#)

Alternatively, you can also call Connect to Wellbeing on 1800 595 212 to provide verbal feedback or email [headtohealthnt@neaminational.org.au](mailto:headtohealthnt@neaminational.org.au)