

## Recommending THIS WAY UP For People Who Are Currently On a Waitlist

Here are a few options for you to consider:

### **For appropriate patients/clients, you could give a brief overview:**

*“If you are looking to learn practical skills to overcome stress, anxiety and depression while you wait for face-to-face sessions, you may like to consider an online therapy program. These programs are offered by St Vincent’s Hospital through an online platform called THIS WAY UP, and they teach practical skills and strategies to manage symptoms of low mood, stress and anxiety. These programs can help you work through your difficulties to improve how you are feeling, and learn some skills while you wait.*

*The programs are low-cost when completed independently as self-help, or free when supervised by a clinician, such as your GP or counsellor. You can sign-up at any time, and get started learning skills to improve how you feel today.*

*If you’re not sure which program may be right for you, you can try the ‘Take-a-Test-Tool’ that includes short questionnaires to guide you to a program that targets your particular symptoms (found here: <https://thiswayup.org.au/take-a-test-tool/>).*

### **Alternatively, you could choose a more detailed explanation:**

#### **Validate that being on a waitlist can be difficult**

- “I know it can be hard waiting, we’re doing our best to see people as soon as possible.”

#### **Explain that while they wait, they can still take proactive steps**

- “In the meantime, you can get a head start by learning practical strategies to improve your mental health and wellbeing right away. This is to provide you more options now. THIS WAY UP by St Vincent’s Hospital has online programs that teach the kind of skills you might learn later on. Doing a program is an active way of preparing for face-to-face therapy, while you wait. You can start practicing the strategies day to day now, even before your first appointment.”

#### **Explain the programs that are available**

- “THIS WAY UP has programs for anxiety, depression, stress, insomnia, mindfulness, student wellbeing and more. They are between 4 to 6 modules long and you can work through them over the next few weeks when it is convenient for you, as long as you have internet access. Browse [thiswayup.org.au](https://thiswayup.org.au) for the full list”

#### **Offer suggestions for what to do if someone is unsure of which program to do**

- “If you’re not sure which program may be right for you, you can either:
  1. See your GP who can assess your mental health and discuss which program could be suitable, and/or
  2. Use the ‘Take-a-Test-Tool’ on the THIS WAY UP website, which is a short questionnaire that help to guide you to a program that targets your particular symptoms (found here: <https://thiswayup.org.au/take-a-test-tool/>).

#### **Explain that most programs are available either self-help or clinician supervised**

- “If you’d like to do the program as self-help, you can sign up today and start the program for a low cost. If you would like your GP or another mental health clinician to supervise your



progress throughout the program, it is free. You'll need to approach them first to let them know you'd like clinician supervision."