



How PANDA can support your work with clients and families

- The PANDA National Perinatal Mental Health Helpline
- Training, secondary consultation, practice support resources
- Psycho-education for your clients and families

PANDA Perinatal Mental Health Helpline



- Australia's national specialist perinatal mental health telephone counselling service
 - Monday to Friday, 9am to 7.30pm AEST/AEDT on freecall 1300 726 306
 - Clients can self-refer: call PANDA or request a call via the online PANDA Mental Health Checklist OR perinatal care providers can refer clients (with consent) using electronic referral form on PANDA website.
- Please note:** due to current high Helpline demand, there may be some delay in accessing support.

Who can PANDA Helpline support?


- Expecting and new mothers/birth parents and fathers/non-birth parents
- Anyone having a tough time in the perinatal period: conception through to 12 months after birth. No diagnosis needed to call
- Any mental health issue or diagnosis
- People can call about themselves or if concerned about a loved one.

Inclusive support and care

- Caller-led, narrative approach
- Culturally responsive, telephone interpreter available
- NRS for Deaf and hearing/speech impaired callers
- LGBTIQ+ inclusive.



What callers can expect

- Non-judgemental counselling support
 - Opportunity to share their story, explore concerns and support options, assistance to find local GPs, specialist services and groups
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- The illustration shows a woman with short dark hair wearing a headset with a microphone. She is smiling and looking towards the right. A large blue speech bubble next to her contains the text: "LET'S TALK ABOUT WHAT'S BEEN HAPPENING AND HOW WE CAN SUPPORT YOU". In the background, there is a poster on the wall with the PANDA logo (two overlapping circles, one teal and one orange) and the text "PANDA Perinatal Anxiety & Depression Australia".
- Initial “intake” call: 20 minutes with professional counselling staff
 - Call back within 48 hours from counselling staff or peer support volunteer (depending on severity of symptoms and assessed risk)
 - After: summary email if needed with referrals, resources and safe plan
 - Follow up call offered within two weeks (depending on need and risk)
 - Call PANDA any time within service hours.

Helpline Peer Support Volunteers

- Work alongside professional counselling staff on the Helpline.
- Highly effective support for callers with transition to parenthood challenges, milder symptoms or in recovery. Counselling staff support callers with more severe symptoms.
- Highly trained and actively supported by staff team leaders during calls.
- Passionate about helping Helpline callers feel less alone.
- Support as another parent who has “been there” and recovered.



Case vignette: Grace

“Abby’s birth was so awful. I wanted the chance to do it over, but the closer it gets, the more terrified I feel.”

“After I settle Abby, I lie there worrying, or having half-awake horrible dreams.”

“Even when COVID cases are low, I worry about going out. How can I keep myself and my children safe?”

“Aaron says I worry too much. I feel like he’s sick of it, and getting sick of me. I’ve stopped telling him how I feel.”



“I’m such a crappy mum. I could never tell Aaron, but I don’t really enjoy spending time with Abby. What’s it going to be like with two?”

PANDA role

- Acknowledge distress, facilitate story, validate, assess risk
- Allocate to peer support program (mild to moderate)
- Refer to GP for assessment, birth trauma supports, supported playgroup
- Facilitate conversation with partner, encourage self-advocacy for birth, increase informal supports
- Ongoing support offered, integrates ongoing risk assessment.

Case vignette: Shani

"I'm hating this. It wasn't meant to be like this."

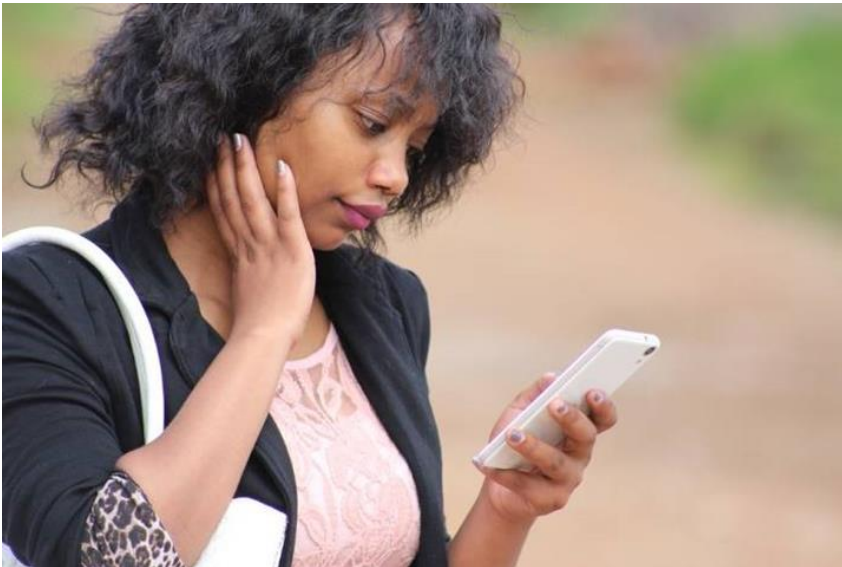
"I just want these feelings to end."

"My partner would be better off without me"

"I can't wind down, I'm constantly on edge."

"What have I done? I've made the biggest mistake of my life."

"I want this thing out of me."



PANDA role

- Acknowledge distress, facilitate story, validate
- Risk assessment
- Immediate referral to acute mental health team
- Encourage help-seeking and safe planning
- Facilitate conversation with partner and increase informal supports
- Post intervention follow up to ensure successful engagement
- Offer ongoing support.

Case vignette: Michael



"She's changed so much, I've never seen her like this before. Most days when I come home she's in tears."

"She's constantly worried about the baby. I don't know why, he's fine."

"She's always criticising my parenting. I can't do anything right. I don't know what to do any more."

PANDA role

- Facilitate storytelling
- Risk assessment
- Psychoeducation
- Coaching in use of gentle, supportive language
- Talking about supports available to Michael, his partner and the family
- Explore caller's experiences of fatherhood, his wellbeing
- Facilitate help-seeking by partner
- Offer follow up calls, focussing on caller wellbeing and supporting his partner.

Support for you: free online training

- For care providers and the community
- Free webinars and self-paced courses
- Platform launched in mid-2020
- Presented by PANDA counsellors, trainers and lived experience volunteers
- Featured content for health professionals: Zoom webinars on a range of topics. Join live or watch the recordings (closed captioned)
- Attendance certificates available.



PANDA
LEARNING HUB

Current training webinars on offer include:

- Essential Skills to support Perinatal Mental Health
- Responding to Risk
- Birth Trauma: How it works, Supporting Clients and Caring for care providers
- Telehealth skills webinars.

**Live webinar numbers
are limited & they book out fast!**

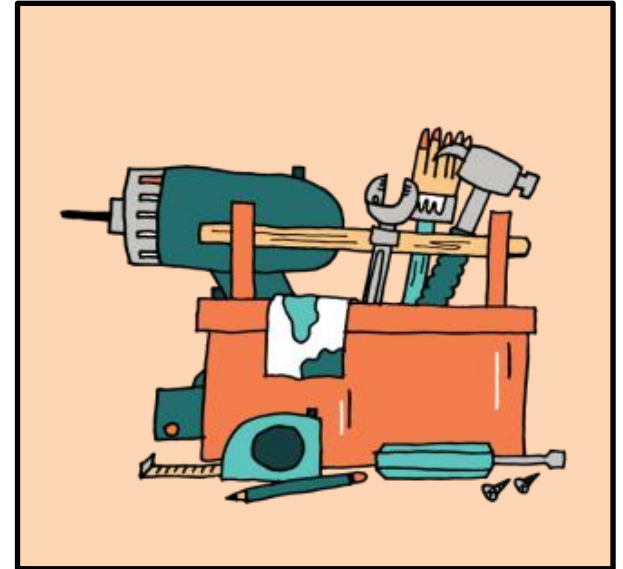
**E-news sign up for notification
at panda.org.au, explore courses at
courses.panda.org.au**

Practice tools and tips

Six Approaches for your Practice Toolbox

Practice and language tips, based on PANDA Helpline and psycho-education practice and consultation with consumers and clinicians. Explored in PANDA training.

1. **CONNECT** to build trust
2. **VALIDATE** don't jump to solutions
3. **EXPLORE** to assess risk
4. **EMPOWER** to support help-seeking
5. **EDUCATE** to reduce stigma
6. **DEBRIEF** to avoid burnout



Health Professional Resource Hub

Links to 'Six Approaches' tool and practice tip sheets, including 'Encouraging Disclosure', 'Making Effective Referrals', 'Perinatal Emotional and Mental Wellbeing Interventions', plus links to client psycho-education resources.

Secondary consultation

Free consultation service for care providers working with expecting and new parents who are facing mental health challenges.

- Staffed by experienced, highly trained PANDA Helpline clinicians
- Client centred, practical advice and guidance
- Helps strengthen your working relationship with clients and families experiencing mental health challenges and their families
- Builds your understanding of and capacity to support the needs of families experiencing mental health challenges.

Practice and referral advice, including advice on:

- Approaches to supporting particular clients and families, or to common practice challenges
- Assessment and treatment options, therapeutic approaches, best practice interventions
- Pathways to resources and local care options.

Please note:
due to current high Helpline demand, there may be some delay in accessing consultation.

Ring (03) 9926 9018 or email
secondaryconsult@panda.org.au.
Available Monday to Friday 9am-7.30pm AEST/AEDT.

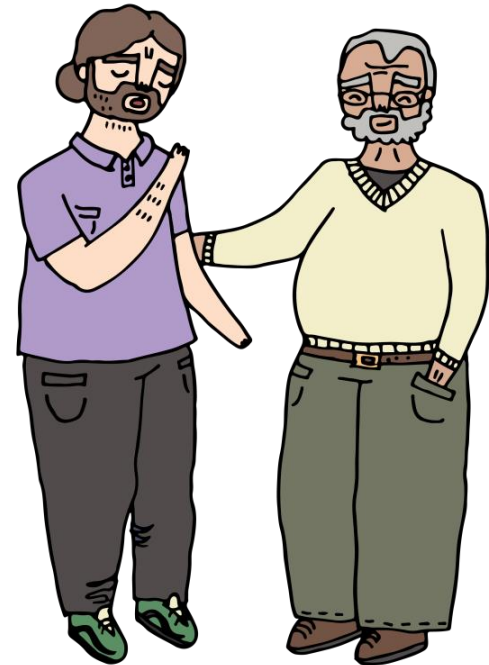
Psycho-education for your clients



Empower clients and carers to understand and take charge of their mental health

- Reduce stigma and isolation and provide hope, by sharing others' recovery stories.
- Help people understand mental distress and symptoms, including their own or a loved one's.

- Share information about support options – different things work for different people, at different parts of their recovery journey.
- Empower clients to seek help, stay safe, navigate the health system and advocate for the care they need.
- Share accessible information alongside a supportive conversation.



Websites, videos, brochures, fact sheets ...

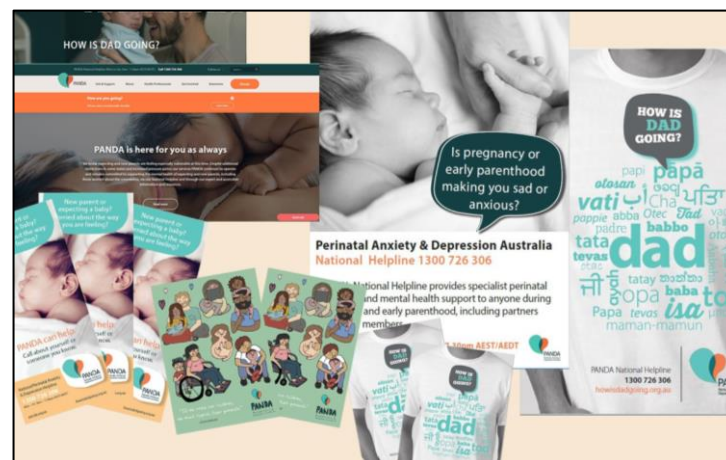
Download/order posters, postcards and brochures, download fact sheets, email clients helpful links and resources.

PANDA website, howisdadgoing.org.au

Recovery stories, Mental Health Checklist, information on mental health and supports, wellbeing and self-care tips, videos, fact sheets, Learning Hub courses including Survive and Thrive webcasts (Good Enough Parenting, Self-care, Know when you need Help .and Recovery after a Traumatic Birth)

Videos | 'Reach Out Early' (10 mins): family stories and support information, 'Good enough parenting' animation (4 mins).

NEW Brochure for First Nations families and brochures/videos in 40 languages.



Client/carers fact sheets | Mental Health and Emotional Wellbeing for Expecting Parents, Adjusting to the Challenges of New Parenthood, Talking to your Doctor, Wellbeing and Self-care, Perinatal Mental Health for Men, Carer fact sheet, LGBTIQA+ parent fact sheet.

Visit the Health Professionals Resource Hub at panda.org.au and sign up to PANDA e-news for resource updates.

PANDA Mental Health Checklist

- Interactive e-Mental Health tool: helps clients make sense of their experiences, supports referral
- 10 minute, plain English tick box questionnaire
- Explores potential symptoms and associated risks: changes user has noticed in behaviours, thoughts and feelings, and relationships
- User receives their responses back as a PDF file plus advice on where they can get support
 - Can be shared with care providers to help open conversation
 - Anonymous, plus option to request a call from PANDA.

A screenshot of the PANDA Mental Health Checklist questionnaire. It is divided into three sections: 1. Body and behaviour (Question 0 of 10), 2. Thoughts and feelings (Question 0 of 16), and 3. Relationships (Question 0 of 6). The first question is '1. I feel exhausted, even if I have had enough sleep'. The response options are 'Never', 'Sometimes', 'Often', and 'Constantly'. The second question is '2. I can't sleep at night, even when my baby is asleep'. The response options are 'Never', 'Sometimes', 'Often', and 'Constantly'. The third question is '3. I have little or no appetite'. The response options are 'Never', 'Sometimes', 'Often', and 'Constantly'.

Online at panda.org.au

Separate Checklists for: expecting and new parents, mothers/birth parents and fathers/nonbirth parents, plus Checklist for concerned partners and other carers.

FIND OUT MORE

panda.org.au

- **SUBSCRIBE** to PANDA eNews
- **CHECK OUT** the Mental Health Checklist
- **SIGN UP** for our online courses
- **DOWNLOAD OR ORDER** education resources for families
 - **CONTACT** our secondary consultation service
 - **REFER** to the PANDA Perinatal Mental Health Helpline

