

**THIS WAY UP ↑↑**

*Helping You Take Care of Your Mental Health*

# PROGRAM HANDBOOK

Internet-Delivered Cognitive Behavioural Programs  
for Mental Health Disorders



Our Partners:



Australian Government  
Department of Health

**Head to Health**

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## About THIS WAY UP

THIS WAY UP is a trusted Australian provider of evidence-based, internet-delivered Cognitive Behavioural Therapy (iCBT) programs.

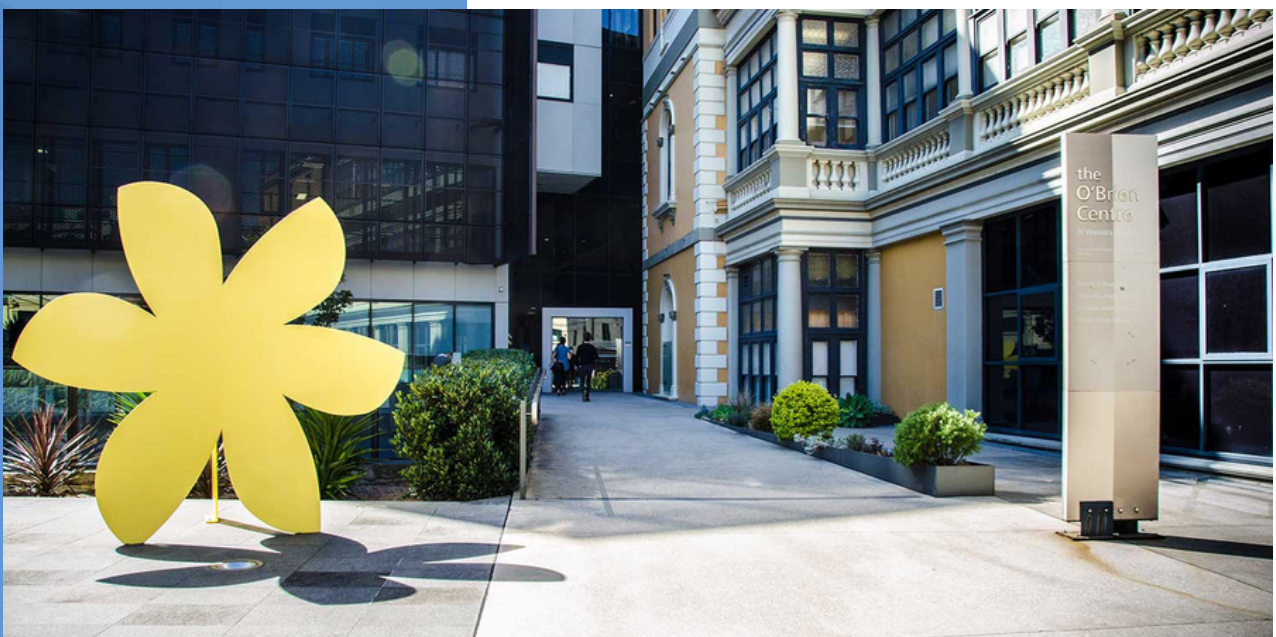
Our secure, purpose-built online platform supports mental health professionals in using iCBT with their clients to improve outcomes.

THIS WAY UP was founded in 1998 as 'CLIMATE' (Clinicians' Mate) by Professor Gavin Andrews and his team of psychiatrists and clinical psychologists, with the focus on developing, testing, and disseminating evidence-based online resources to assist with self-management of common psychological disorders.

As a non-profit initiative, THIS WAY UP is sponsored by the Australian Government and supported by a team of academic and clinical staff at the Clinical Research Unit for Anxiety and Depression (CRUfAD) at St Vincent's Hospital, Sydney and University of New South Wales (UNSW) Faculty of Medicine.

For any question, please contact us at:

[contact@thiswayupclinic.org](mailto:contact@thiswayupclinic.org)





### What is iCBT?

Internet-delivered Cognitive Behavioural Therapy (iCBT) is structured CBT that is delivered online, and is also known as online CBT, computerised CBT (cCBT) or eCBT.

THIS WAY UP's iCBT programs are designed to mimic a course of face-to-face CBT. However, there are some important differences between iCBT and its traditional counterpart.

#### Face-to-Face CBT

- Delivered in-person, relies on attendance
- 5-20 sessions on average
- Structured around the expectations and desires of the client (low fidelity)
- Considerable, varied out of pocket cost
- Ongoing clinical support
- Limited geographical availability
- May require a referral
- Potential for long waiting times

#### THIS WAY UP iCBT

- Delivered online, anytime
- 4-10 lessons on average
- Clinically proven structure to optimise treatment gains (high fidelity)
- Low, fixed cost
- Available with or without clinical support
- Available in all internet connected areas
- Does not require a referral
- Immediate access

### Why use THIS WAY UP?

Supported by a wealth of clinical research, our evidence-based programs have been shown to be effective in the treatment of anxiety disorders and related conditions. For a list of all our published research, please click [here](#).

THIS WAY UP is also the only iCBT provider in Australia with a **purpose-built clinician portal**, which allows clinicians to prescribe iCBT and keep track of their patient's progress, using immediate feedback after the patient completes online questionnaires at the start of each lesson. What makes THIS WAY UP online programs unique, is that they are:

- **Practical** - teach core cognitive-behavioural coping skills.
- **Convenient** - offer flexible, self-paced online access.
- **Comprehensive** - contain a full dose of evidence-based, step-by-step CBT treatment.
- **Accessible** - do not require a referral or an assessment, available as self-help.
- **Effective**: 80% of people who complete a program will benefit substantially, 50% to the point of no longer being troubled by anxiety or depression. Only 20% will not respond and should be reassessed or referred for an alternative intervention.



## Purpose-Built Clinician Portal

Internet-delivered Cognitive Behavioural Therapy (iCBT) forms part of a stepped care approach to treatment of common mental disorders outlined in the latest Clinical Practice Guidelines\* for anxiety and depression.

As a registered THIS WAY UP clinician you can choose from our wide range of evidence-based iCBT programs to prescribe to your patients, either as a stand-alone intervention or as part of an integrated treatment plan.

**THIS WAY UP**

[Return to Admin](#) [Urgent Help](#) [Technical help](#) [Update My Details](#) [Logout](#)

Sarah, welcome to your Clinician Dashboard

You are now logged in as Sarah Test

### Supervise a Patient

\* Patient's First Name

\* Patient's Email

\* Program

☐ [Tick to waive \\$59 Program Fee](#)

☐ Send a copy of the prescription email to me

[Prescribe >](#)

[View patient's progress](#)  
[Quickscripts](#)  
[Preview our programs](#)  
[Print a single script](#)  
[Program Handbook](#)  
[Resources](#)

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\* <https://www.ranzcp.org/practice-education/guidelines-and-resources-for-practice>

## Evidence-Based Treatment Programs

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### Transdiagnostic Programs

- Anxiety and Depression
- Mindfulness-Enhanced CBT
- Pregnancy Anxiety and Depression
- Postnatal Anxiety and Depression
- Teen Worry and Sadness
- Worry and Rumination



### Disorder-Specific Programs

- Depression
- Generalised Anxiety
- Social Anxiety
- Health Anxiety
- Panic
- OCD
- Post Traumatic Stress
- Chronic Pain



### Well-Being Programs

- Stress Management
- Insomnia
- Mindfulness
- Student Wellbeing



Each THIS WAY UP treatment program is designed to mimic a course of Cognitive Behavioural Therapy for a specific clinical presentation and has been shown to achieve significant symptom reductions in our clinical trials\*.

The programs are fully automated and designed to be completed within 12 to 16 weeks, with each lesson being released five days after the completion of the previous one.

Our treatment programs cost AUD \$59 for 90 days of access (or 120 days for Chronic Pain and Post Traumatic Stress programs), or are free for patients when prescribed by a clinician such as yourself (see next page), and typically consist of 6-8 lessons. Our well-being programs are free and typically consist of 4 lessons.

Each of our treatment programs contains the following:

### Lessons



Story-based online lessons that teach core CBT skills in an engaging, applicable, and convenient way.



### E-Mail Reminders

Our system notifies your patient when their lessons become available, and keeps you informed of their progress.



### Action Plans

Downloadable action plans and coping strategies to practice following each lesson.



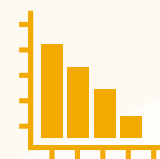
### SMS Reminders

Your patients can select to receive text message reminders to help them stay on track.



### Resources

Access to a library of resources to help your patients with difficulties related to their symptoms.



### Progress Tracking

Psychometric questionnaires to help you and your patients evaluate progress and guide treatment planning.

\* <https://crufad.org/our-research/>



### Option 1: Prescribe a THIS WAY UP Program

If you would like to provide guidance and keep an eye on your patient's functioning throughout their online treatment program, you can select and prescribe a particular iCBT program via the Clinician Dashboard.

Prescribing a program creates a patient record within the Clinician Dashboard which allows you to monitor and supervise your patient throughout their chosen program.

Evidence suggests that clinician-guided iCBT programs tend to have higher adherence, which in turn improves outcomes.

All of our programs contain psychometric questionnaires designed to monitor psychological functioning and assist you with risk management.

If your patient scores in the "severe" range on measures of distress (Kessler-10/K-10) and/or depression (Patient Health Questionnaire-9/PHQ-9) you will receive an e-mail alert advising you of this.

You will then be able to log-in to the Clinician Portal, review your patient's scores and make a decision on the appropriate way to follow-up your patient. Meanwhile your patient will also receive an e-mail advising them to seek additional support.

When you prescribe a THIS WAY UP program you retain clinical responsibility for your patient. Typically, patient supervision throughout the program is focused on program adherence and may consist of phone, e-mail, or face-to-face contact depending on your patient's needs.

Please note that if you prescribe a THIS WAY UP program to a patient, you may waive the usual program fee when creating the prescription in your Clinician Portal.

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#### Prescribe & Monitor



STEP 1

Register

STEP 2

Log In

STEP 3

Prescribe

STEP 4

Monitor

STEP 5

Discharge

[www.thiswayup.org.au/for-clinicians](http://www.thiswayup.org.au/for-clinicians)



## How to Use THIS WAY UP: Part 1

### Steps to Prescribing a THIS WAY UP Program

#### 1. Identify the patient's suitability for a THIS WAY UP program

Our research suggests patients are suitable for a THIS WAY UP program if they:

- Have a **mild, moderate or severe** anxiety or depressive disorder.
- Are looking for **convenient and accessible treatment**.
- Are **self-motivated** to learn skills and strategies to help manage their concerns.
- Are **able to undertake an online program** in conjunction with prescribed medication.

THIS WAY UP programs are not suitable for clients who: are suicidal; have chaotic life circumstances; cannot read; have psychosis, bipolar disorder, or substance dependence (because they have not been clinically evaluated in these populations).

#### 2. Introduce THIS WAY UP to the patient

When recommending a suitable program to a patient, you could say:

"There is an online program offered by THIS WAY UP at St Vincent's Hospital, which teaches practical skills and strategies to manage [patient's symptoms] and improve how you're feeling.

You can access the program on your computer or smartphone at anytime, anywhere (e.g. from home) as long as you have internet connection and an email address. It will require effort, but if you do stick to the program, it is likely that you will see improvements. I can email you a prescription with instructions for how to access the program."

#### 3. Prescribe the program using the Clinician Dashboard

1. Log in to your THIS WAY UP clinician account at [thiswayupclinic.org/users/login](https://thiswayupclinic.org/users/login)
2. Enter the patient's **first name** and **email address**.
3. Select the appropriate program to prescribe the patient
4. Include our fee waiver by selecting the 'Tick to waive \$59 Program Fee' option, and Prescribe

#### 4. Instruct the patient on how to access their prescribed program, by asking them to:

1. Check their email inbox and **open an email** titled 'THIS WAY UP Program Recommended by your Clinician'
2. **Click** on the link and complete their registration.
3. If the fee waiver is included, the fee should waive automatically or the fee can be paid online (if applicable).
4. **Begin the program** by following the on-screen instructions.





## How to Use THIS WAY UP: Part 1

### Steps to Prescribing a THIS WAY UP Program

#### 5. Provide supervision, encouragement, and support to your patient

When you prescribe a program to your patient, they remain in your clinical care.

Although our programs are fully automated and can be completed with minimal or no clinician involvement, our research suggests that **regular clinician contact improves program adherence**.

We find that, when prescribing a THIS WAY UP program as a stand-alone intervention, "supervising" your clients often comes down to assisting them with motivation, time management, as well as monitoring and managing risk if their scores are elevated.

We recommend scheduling a regular phone or e-mail check-in with your patient as they do the program, and an in-person post-intervention follow-up if prescribing THIS WAY UP as a stand-alone intervention.

When using THIS WAY UP as part of in-person or telehealth therapy, you can space out the often-limited face-to-face consultations and use the valuable in-session time to address more complex issues or focus on helping your patient consolidate their new skills.

Additionally, the following tips may be helpful to support your patient:

- **Provide encouragement** - positive expectations and reinforcement will help
- **Follow-up/check-in regularly**, even if briefly
- **Problem solve** around barriers to starting and continuing the program
- **Provide additional help** in tailoring learned skills to your patient
- **Work through examples together**
- **Troubleshoot difficulties** (e.g. exposure therapy)

Remember, we are here to support you in using THIS WAY UP programs in your practice, so if you'd like to speak with one of our experienced clinicians about how best to incorporate THIS WAY UP into your routine practice, please don't hesitate to get in touch.

You can e-mail us on [contact@thiswayupclinic.org](mailto:contact@thiswayupclinic.org) or call (02) 8382 1437.



## How to Use THIS WAY UP: Part 2

### Option 2: Recommend a THIS WAY UP Program

#### Suggest a Self-Help Option



##### Self-help programs available for:

- Depression
- Generalised Anxiety
- Social Anxiety
- Health Anxiety
- Panic
- OCD
- Anxiety and Depression
- Worry and Rumination
- Pregnancy Anxiety & Depression
- Postnatal Anxiety & Depression
- Stress Management
- Insomnia
- Mindfulness
- Student Wellbeing

[www.thiswayup.org.au/programs](http://www.thiswayup.org.au/programs)

The majority of our programs can be used as "self-help" (for people who reside in Australia), which does not require you to prescribe and monitor your patient throughout the program.

However, some of our programs - e.g., the Post Traumatic Stress Program and the Chronic Pain Program- can only be used with a prescription from a supervising clinician.

If you do not wish to be informed of your patient's scores and their progress through the program you could simply recommend that they enrol in a THIS WAY UP program appropriate for their clinical presentation.

We also have a free Wellbeing Test tool, which helps individuals select a program depending on how they are feeling.

<https://thiswayup.org.au/take-a-test/>

Next we outline the structure of our programs.

You are able to view the entire program once it is prescribed or contact us on [contact@thiswayupclinic.org](mailto:contact@thiswayupclinic.org) for a demo code to preview our programs.

## Using THIS WAY UP within a Telehealth Framework

There are several different ways you can use THIS WAY UP programs as part of delivering telehealth services. Individual patient progress can be taken into consideration, combined with a collaborative discussion about what might suit you and your patient best.

### As a means of continuing patient care



- Patients can continue their mental health care where face-to-face sessions aren't practical
- iCBT is a helpful way to carry on practising skills learnt in previous treatment sessions and to learn new skills

### Combined with telehealth sessions



- Patients can complete iCBT lessons, before, immediately after, or in between telehealth sessions to optimise session time
- Telehealth sessions could focus on tailoring and applying learned CBT skills to the patient's unique symptoms and circumstances

### Within a preventive approach



- iCBT can be prescribed to patients who have completed face-to-face or telehealth treatment to ensure they continue to revise/practise CBT skills
- A useful way of reducing the risk of relapse and monitoring patients for a possible relapse

### As a stand-alone intervention



- iCBT has been proven effective as a stand-alone intervention for anxiety and depressive disorders, especially for patients with mild-to-moderate symptoms. This will require minimal clinical input from you



# Anxiety & Depression Program

## Who is this program for?

This **transdiagnostic** program is for individuals who present with symptoms of both depression and anxiety, including:

- Excessive, uncontrollable worry
- Persistent low mood or sadness
- Irritability
- Feeling 'flat' or 'hopeless'
- Low self-esteem
- Difficulty concentrating
- Tiredness
- Tense muscles
- Excessive reassurance seeking
- Poor sleep

### Clinical Tip

Anxiety and depression often occur together and can exacerbate each other. Excessive worrying can cause low mood, while low mood and hopelessness can trigger worrying. This program is designed to tackle both sets of symptoms.

## What does this program involve?

Across **6 lessons**, patients will follow the illustrated stories of 'Liz' and 'Rob', as they learn how to manage their symptoms of anxiety and depression using cognitive behavioural strategies.

This program contains:

### Psychoeducation about:

- The symptoms of anxiety and depression
- How anxiety and depression work
- Cognitive behaviour therapy
- The lethargy cycle
- The fight-or-flight response
- The psychological benefits of exercise
- Sleep hygiene
- Unhelpful thinking styles
- Rumination and worry
- Positive beliefs about worry
- Self-criticism and depression
- Avoidance and safety behaviours
- Lapses and relapses

### Evidence-Based Skills & Strategies including:

- Controlled breathing
- Progressive muscle relaxation
- Behavioural activation
- Activity scheduling
- Thought monitoring
- Thought challenging
- Attention shifting
- Behavioural experiments
- Graded exposure
- Structured problem solving
- Worry stories
- Assertive communication skills
- Relapse prevention

## Questionnaires

Patients complete the **K-10**, **PHQ-9**, and **GAD-7** throughout this program.

## Program Outline

Lesson 1 - About Anxiety and Depression	
This lesson explains what depression and anxiety are and how to manage the physical symptoms of these disorders using exercise, breathing, and relaxation.	<b>Skills:</b> Controlled breathing, progressive muscle relaxation, and physical exercise <b>Resources:</b> Handouts on getting good sleep, medication, and panic attacks
Lesson 2 - Identifying Thoughts and Tackling Low Activity	
Patients learn how to identify the unhelpful thoughts that maintain anxiety and depression, and how to improve their mood using behavioural activation.	<b>Skills:</b> Thought monitoring, behavioural activation, and activity scheduling <b>Resources:</b> Handouts on activity scheduling, '100 Things To Do', and boosting motivation
Lesson 3 - Dealing with Thoughts	
This lesson describes how to tackle unhelpful thinking styles and rumination using thought challenging, attention shifting, and behavioural experiments.	<b>Skills:</b> Thought challenging, attention shifting, behavioural experiments <b>Resources:</b> Worry time, thought challenging, and 'Positives Hunt' worksheets
Lesson 4 - Tackling Avoidance	
Patients learn about the role of avoidance in depression and anxiety, and how to overcome avoidance using graded exposure and structured problem solving.	<b>Skills:</b> Graded exposure and structured problem solving <b>Resources:</b> Handouts on assertiveness and conversation skills
Lesson 5 - Mastering Your Skills	
In this lesson, patients learn how to trouble-shoot exposure therapy and how to use exposure to overcome their fear of worry itself.	<b>Skills:</b> Graded exposure, worry stories, and assertive communication skills <b>Resources:</b> Worry stories handout
Lesson 6 - Staying Well	
Patients review the skills covered in this program and develop their own relapse prevention plan.	<b>Skills:</b> Relapse prevention planning

## Research

Two randomised controlled trials and a large effectiveness study concluded that completion of this program leads to significant reductions in symptoms of clinical depression and anxiety.

References: Newby J et al, Internet-based cognitive behavioural therapy for mixed anxiety and depression: Results from a RCT and effectiveness in primary care settings, Psychological Medicine, 2013; Newby J et al, Effectiveness of transdiagnostic internet cognitive behavioural treatment for mixed anxiety and depression in primary care, Journal of Affective Disorders, 2014; Newby J et al, Reductions in negative repetitive thinking and metacognitive beliefs during transdiagnostic internet cognitive behavioural therapy (iCBT) for mixed anxiety and depression, Behaviour Research and Therapy, 2014.



# Generalised Anxiety Program

## Who is this program for?

This **disorder-specific** program is for individuals who are displaying symptoms of Generalised Anxiety Disorder (GAD), including:

- Excessive, persistent, and uncontrollable worry about numerous events or activities
- Physical symptoms of stress, like muscle tension, nausea, and poor sleep
- Psychological symptoms of stress, like irritability and difficulty concentrating

### Clinical Tip

Individuals with Generalised Anxiety Disorder often worry about worrying, like to be in control of situations and their emotions, and feel uncomfortable when faced with uncertainty.

If your patient's anxiety is limited to a particular area, like their health or social situations, then they may benefit more from a specific anxiety program, like the Health Anxiety Program or the Social Anxiety Program.

## What does this program involve?

Across **6 lessons**, patients will follow the illustrated story of 'Liz' as she learns how to manage her worry and tackle a range of maladaptive behaviours that serve to maintain her anxiety.

This program contains:

### Psychoeducation about:

- Normal vs. abnormal anxiety
- The symptoms of generalised anxiety
- How generalised anxiety works
- The fight-or-flight response
- Cognitive behaviour therapy
- Unhelpful thinking styles
- Unhelpful beliefs about worry
- Avoidance and safety behaviours
- Core beliefs
- Intolerance of uncertainty
- Managing lapses and relapses

### Evidence-Based Skills & Strategies including:

- Controlled breathing
- Progressive muscle relaxation
- Physical exercise
- Thought monitoring and challenging
- Behavioural experiments
- Attention shifting
- Structured problem solving
- Graded exposure
- Core belief challenging
- Accepting uncertainty
- Relapse prevention planning

## Questionnaires

Patients complete the **K-10**, **PHQ-9**, and **GAD-7** throughout this program.



## Program Outline

### Lesson 1 - About the Diagnosis and Treatment

Patients learn how generalised anxiety works and how to manage the physical symptoms of anxiety using exercise, relaxation, and controlled breathing.

**Skills:** Controlled breathing, progressive muscle relaxation, and physical exercise

**Resources:** Progressive muscle relaxation handout and the 'Good Sleep Guide'

### Lesson 2 - Learning to Manage Thoughts

This lesson focuses on the role of cognitions in anxiety, especially catastrophizing, and introduces thought challenging.

**Skills:** Thought monitoring and challenging

**Resources:** Thought monitoring worksheet and self-esteem handout

### Lesson 3 - Challenging Beliefs about Worry

Patients learn how to challenge unhelpful beliefs about worry and how to use structured problem solving to reduce their anxiety.

**Skills:** Problem solving, thought challenging, behavioural experiments, and attention shifting

**Resources:** Handouts on structured problem solving and worry time

### Lesson 4 - Facing your Fears

This lesson describes how avoidance maintains anxiety and explains how to overcome avoidance using graded exposure.

**Skills:** Graded exposure

**Resources:** Handouts on graded exposure, healthy boundaries, and assertiveness

### Lesson 5 - Challenging Beliefs and Acting "As If"

In this lesson, patients learn how to trouble-shoot exposure, challenge the core beliefs underlying GAD, and accept uncertainty.

**Skills:** Challenging core beliefs and managing uncertainty

**Resources:** Core belief challenging handout

### Lesson 6 - Preventing Relapse and Getting Even Better

Patients review the skills covered in this program and develop their own relapse prevention plan.

**Skills:** Relapse prevention planning

## Research

Two randomised controlled trials and a large effectiveness study have concluded that completion of this program leads to a significant reduction in symptoms of clinical anxiety, with large effect sizes comparable to face-to-face therapy.

References: Robinson et al, Internet treatment for generalized anxiety disorder: a randomized controlled trial comparing clinician vs. technician assistance, PLoS One, 2010; Mewton et al, The effectiveness of internet cognitive behavioural therapy for generalised anxiety disorder in clinical practice, Depression and Anxiety, 2012; Mahoney et al, Reducing behavioral avoidance with internet-delivered cognitive behavior therapy for generalized anxiety disorder', Internet Interventions, 2019.



# Depression Program

## Who is this program for?

This **disorder-specific** program is for individuals who are displaying symptoms of depression, including:

- Persistent low mood or sadness
- Diminished interest in activities
- Feelings of worthlessness or guilt
- Low self-esteem
- Feeling 'flat' or 'hopeless'
- Difficulty concentrating
- Tiredness
- Negative thoughts

### Clinical Tip

If someone is also displaying signs of anxiety, like excessive, uncontrollable worry, they might benefit more from our Anxiety and Depression Program.

## What does this program involve?

Across **6 lessons**, patients will follow the illustrated story of 'Liz' as she learns how to manage her worries and tackle a range of maladaptive thoughts and behaviours that maintain her low mood.

This program contains:

### Psychoeducation about:

- The symptoms of depression
- How depression works
- Cognitive behaviour therapy
- Unhelpful thinking styles
- Self-criticism and depression
- Rumination and depression
- The lethargy cycle
- Sleep hygiene
- Lapses and relapses

### Evidence-Based Skills & Strategies including:

- Behavioural activation
- Activity scheduling
- Thought monitoring and challenging
- Graded exposure
- Behavioural experiments
- Structured problem solving
- Sleep hygiene
- Communication and conversation skills
- Relapse prevention

## Questionnaires

Patients complete the **K-10**, **PHQ-9**, and **GAD-7** throughout this program.

## Program Outline

### Lesson 1 - About the Diagnosis and Treatment

This lesson explains what depression is, how it's maintained, and how it can be treated using cognitive behavioural strategies.

**Skills:** Psychoeducation

**Resources:** '100 Things To Do' handout

### Lesson 2 - Learning to Manage Thoughts

In this lesson, patients learn how to identify unhelpful thinking styles, manage rumination, and restore healthy sleeping patterns.

**Skills:** Behavioural activation, activity scheduling, and thought monitoring

**Resources:** 'Good Sleep Guide' and activity scheduling worksheet

### Lesson 3 - Challenging Cognitions in Depression

This lesson focuses on the role of cognitions in depression, especially self-criticism, and introduces thought challenging.

**Skills:** Thought challenging and attention shifting

**Resources:** Thought challenging and activity planning worksheets

### Lesson 4 - Overcoming Avoidance

Patients learn about the role of avoidance in depression, and how to overcome avoidance using structured problem solving and graded exposure.

**Skills:** Structured problem solving, graded exposure, and behavioural experiments

**Resources:** Handouts on structured problem solving and worry time

### Lesson 5 - Communication Effectively

Patients learn about lapses in depressive symptoms, different communication styles, and how to communicate effectively and assertively.

**Skills:** Managing lapses and assertive communication

**Resources:** Handouts on communication styles and conversation skills

### Lesson 6 - Preventing Relapse and Getting Even Better

Patients review the skills covered in this program and develop their own relapse prevention plan.

**Skills:** Relapse prevention planning

## Research

Two randomised controlled trials and a large effectiveness study have concluded that completion of this program leads to a significant reduction in symptoms of depression. Approximately 80% of people who finish this program benefit substantially.

References: Perini SJ et al, Clinician-assisted Internet-based treatment is effective for depression: A randomized controlled trial, Australian and New Zealand Journal of Psychiatry, 2009; Titov N et al, Internet treatment for depression: a randomized controlled trial comparing clinician vs. technician assistance, PLoS One, 2010; Williams AD and Andrews G, Effectiveness of internet cognitive behavioural therapy (iCBT) for depression in primary care: A quality assurance study, PLoS One, 2013.



# OCD Program

## Who is this program for?

This **disorder-specific** program is for individuals who are displaying symptoms of obsessive-compulsive disorder (OCD), including:

- **Obsessions:** Recurrent and persistent worries, images, or urges that the individual finds intrusive, distressing, and inappropriate.
- **Compulsions:** Repetitive, rigid, and/or excessive behaviours that the person performs in response to obsessions. These behaviours can be mental, e.g. repeatedly going over a mental check-list.

### Clinical Tip

Examples of obsessions include: fear of germs or contamination, an excessive need for symmetry or order, excessive doubting, and unwanted, frightening, sexual or violent thoughts or mental images.

## What does this program involve?

Across **6 lessons**, patients will follow the illustrated story of 'Bella' as she learns how to overcome OCD using cognitive behavioural strategies.

This program contains:

### Psychoeducation about:

- What obsessions and compulsions are
- What OCD is and how it works
- Cognitive behaviour therapy
- The ABC Model of emotions
- The role of cognitions in OCD
- Unhelpful thinking styles
- Managing urges and compulsions
- Avoidance and safety behaviours
- The value of social support
- Lapses and relapses

### Evidence-Based Skills & Strategies including:

- Controlled breathing
- Thought monitoring and challenging
- Behavioural experiments
- Response prevention
- Graded exposure
- Imaginal exposure
- Attention shifting
- Worry stories
- Eliciting appropriate social support
- Relapse prevention planning

## Questionnaires

Patients complete the **K-10**, **PHQ-9**, **DOCS**, and **WHODAS-II** throughout this program.

## Program Outline

### Lesson 1 - About the Diagnosis and Treatment

Patients learn about what OCD is and how it can be treated with cognitive behavioural therapy.

**Skills:** Controlled breathing

**Resources:** Handouts on boosting mood, emergency contacts, motivation, intrusive thoughts, sleep and information for others

### Lesson 2 - Learning to Manage Thoughts

In this lesson, patients learn to identify and challenge the unhelpful thinking styles that maintain OCD.

**Skills:** Thought monitoring and behavioural experiments

**Resources:** Handouts on behavioural experiments, progressive muscle relaxation, problem solving, and thought challenging

### Lesson 3 - Overcoming Avoidance

This lesson explains how avoidance maintains OCD and how graded exposure can be used to overcome obsessions and compulsions.

**Skills:** Graded exposure, response prevention, and attention shifting

**Resources:** Handouts on exposure stepladders and attention shifting

### Lesson 4 - Challenging Catastrophes

Patients learn to tackle their fear of catastrophic or disturbing events using imaginal exposure and worry stories.

**Skills:** Imaginal exposure and worry stories

**Resources:** Handouts on assertiveness and healthy boundaries

### Lesson 5 - Getting Extra Help

This lesson describes how to troubleshoot exposure and thought challenging, and how to get support from family and friends.

**Skills:** Graded exposure, thought challenging, and eliciting social support

**Handouts:** Handout on 'Supporting Someone with OCD' and a Success Log

### Lesson 6 - Preventing Relapse and Getting Even Better

Patients review the skills covered in this program and develop their own relapse prevention plan.

**Skills:** Relapse prevention planning

**Handouts:** Handouts on assertive communication and structured problem solving

## Research

A randomised controlled trial demonstrated that this program is effective for OCD and comparable to face-to-face therapy.

References: Mahoney AEJ et al, Internet cognitive behavioural treatment for obsessive compulsive disorder: A randomised controlled trial, Behaviour Research and Therapy, 2014; Mahoney, AEJ & Andrews, G. Internet-based cognitive behaviour therapy for obsessive compulsive disorder. In Obsessive-Compulsive Disorder: Symptoms, Prevalence and Psychological Treatments, 2014.



# Panic Program

## Who is this program for?

This **disorder-specific** program is for individuals who fear and are experiencing recurrent symptoms of panic attacks, including:

- Sweating
- Pounding heart or chest pain
- Nausea or abdominal pain
- Dizziness
- Fear of losing control or going crazy
- Shaking or trembling
- Numbness or tingling
- Shortness of breath
- Feeling detached or 'unreal'
- Fear of dying

### Clinical Tip

This program is designed for people who primarily fear panic attacks themselves. If an individual is having a panic attack because of another fear (e.g. their health, social situations) then they may benefit more from another program.

## What does this program involve?

Across **6 lessons**, patients will follow the illustrated story of 'Penny' as she learns how to manage a range of maladaptive thoughts, physical symptoms, and behaviours that maintain her panic disorder.

This program contains:

### Psychoeducation about:

- Normal vs. abnormal anxiety
- The symptoms of panic disorder
- How panic disorder works
- Cognitive behaviour therapy
- The fight-or-flight response
- Unhelpful thinking styles
- Avoidance and safety behaviours
- Managing lapses and relapses

### Evidence-Based Skills & Strategies including:

- Controlled breathing
- Thought monitoring and challenging
- Situational exposure
- Interoceptive exposure
- Behavioural experiments
- Attention shifting
- SMART goals
- Relapse prevention planning

## Questionnaires

Patients complete the **K-10**, **PHQ-9**, and **PDSS** throughout this program.



## Program Outline

### Lesson 1 - About the Diagnosis and Treatment

In this lesson, patients learn about what panic attacks are, how panic disorder works, and how cognitive behaviour therapy can help.

**Skills:** Psychoeducation and SMART goals

### Lesson 2 - Managing Unpleasant Physical Symptoms

Patients learn that the fight-or-flight response triggers the physical symptoms of panic disorder and how to use controlled breathing.

**Skills:** Controlled breathing

**Resources:** Controlled breathing worksheet and video demonstration

### Lesson 3 - Tackling Unhelpful Thoughts

This lesson focuses on the role of cognitions in panic disorder and introduces thought challenging.

**Skills:** Thought monitoring and challenging

**Resources:** Thought challenging worksheet and video demonstration

### Lesson 4 - Overcoming Avoidance

In this lesson, patients learn how to overcome avoidance and safety behaviours using graded exposure.

**Skills:** Situational exposure and behavioural experiments

**Resources:** Exposure worksheet and video demonstration

### Lesson 5 - Communication Effectively

Patients learn how to use interoceptive exposure and attention shifting to overcome their fear of panic sensations.

**Skills:** Interoceptive exposure and attention shifting

**Resources:** Exposure video demonstration

### Lesson 6 - Preventing Relapse and Getting Even Better

Patients review the skills covered in this program and develop their own relapse prevention plan.

**Skills:** Relapse prevention planning

## Research

Two randomised controlled trials and one effectiveness study have concluded that completion of this program leads to a significant reduction in symptoms of panic disorder.

References: Wims E et al, Clinician-assisted internet-based treatment is effective for panic: a randomized controlled trial, Australian and New Zealand Journal of Psychiatry, 2010; Allen AR et al, Internet cognitive behavioural treatment for panic disorder: a randomised controlled trial and evidence of effectiveness in primary care. British Journal of Psychiatry Open, 2016.



# Social Anxiety Program

## Who is this program for?

This **disorder-specific** program is for individuals experiencing symptoms of Social Anxiety Disorder, including:

- Excessive fear and avoidance of social situations
- Fear of being judged for showing anxiety symptoms, like sweating or blushing

### Clinical Tip

People with Social Anxiety Disorder are often easily embarrassed, excessively worried about being judged as strange, stupid or incompetent, and self-critical.

## What does this program involve?

Across **6 lessons**, patients will follow the illustrated stories of 'Kat' and 'Jack' as they learn how to manage the unhelpful thoughts, physical symptoms, and behaviours that maintain Social Anxiety Disorder.

This program contains:

### Psychoeducation about:

- Normal vs. abnormal anxiety
- The symptoms of social anxiety
- How social anxiety works
- Cognitive behaviour therapy
- The fight-or-flight response
- The role of cognitions in anxiety
- Pre- and post-rumination
- Unhelpful thinking styles
- The ABC Model of emotions
- Avoidance and safety behaviours
- Managing lapses and relapses

### Evidence-Based Skills & Strategies including:

- Controlled breathing
- Progressive muscle relaxation
- Physical exercise
- Thought monitoring and challenging
- Behavioural experiments
- Video feedback
- Attention shifting
- Structured problem solving
- Graded exposure
- Assertive communication skills
- Relapse prevention planning

## Questionnaires

Patients complete the **K-10**, **PHQ-9**, and **Mini-SPIN** throughout this program.

## Program Outline

### Lesson 1 - About the Diagnosis and Treatment

This lesson explains how social anxiety and cognitive behaviour therapy work, and introduces strategies for managing the physical symptoms of anxiety.

**Skills:** Controlled breathing, progressive muscle relaxation, and physical exercise

**Resources:** Handout on 'Managing your Mood'

### Lesson 2 - Overcoming Avoidance

This lesson focuses on the role of avoidance and safety behaviours in anxiety and introduces graded exposure.

**Skills:** Graded exposure

**Resources:** Handout on boosting self-esteem and a graded exposure worksheet

### Lesson 3 - Testing Maladaptive Beliefs

Patients learn how to trouble-shoot graded exposure, conduct behavioural experiments and use video feedback to test their anxiety.

**Skills:** Graded exposure, behavioural experiments, and video feedback

**Resources:** Public speaking handout

### Lesson 4 - Tackling Unhelpful Thoughts

In this lesson, patients learn how to identify and monitor the unhelpful thoughts that maintain their anxiety.

**Skills:** Thought monitoring

**Resources:** Thought monitoring worksheet

### Lesson 5 - Communication Effectively

Patients learn how to challenge their unhelpful thoughts, communicate skillfully, and shift their attention effectively.

**Skills:** Thought challenging, social skills training, and attention shifting

**Resources:** Handouts on assertiveness and conversation skills

### Lesson 6 - Preventing Relapse and Getting Even Better

Patients review the skills covered in this program and develop their own relapse prevention plan.

**Skills:** Relapse prevention planning

**Resources:** 'Managing Social Anxiety: Advanced Skills' Handout

## Research

Many randomised controlled trials and a large effectiveness study have shown that completion of this program leads to a significant reducing in symptoms of Social Anxiety Disorder.

References: Titov N et al, Randomized controlled trial of web-based treatment of social phobia without clinician guidance, Australian and New Zealand Journal of Psychiatry, 2009; Titov N et al, The Shyness Program: Longer Term Benefits, Cost-Effectiveness, and Acceptability, Australian and New Zealand Journal of Psychiatry, 2009; Titov N et al, An RCT comparing two types of support on severity of symptoms for people completing Internet-based cognitive behaviour therapy for social phobia, Australian and New Zealand Journal of Psychiatry, 2009; Titov N et al, Internet treatment for social phobia reduces comorbidity, Australian and New Zealand Journal of Psychiatry, 2009; Williams et al, The effectiveness of internet cognitive behaviour therapy (iCBT) for social anxiety disorder across two routine practice pathways, Internet Interventions, 2014.



# Health Anxiety Program

## Who is this program for?

This **disorder-specific** program is for individuals who worry excessively about health or dying. People with health anxiety typically:

- Worry about somatic symptoms
- Worry doctors have 'missed something'
- Repeatedly check themselves for signs of illness
- Schedule frequent medical check-ups
- Avoid places where they might get sick
- Excessively seek reassurance about their health

### Clinical Tip

People with health anxiety may or may not have significant somatic symptoms. If they do have somatic symptoms, then their worry is disproportionate to the actual threat posed by these symptoms.

## What does this program involve?

Across **6 lessons**, patients will follow the illustrated story of 'James' as he learns practical strategies for overcoming the cognitive and behavioural factors that maintain his health anxiety.

This program contains:

### Psychoeducation about:

- What health anxiety is
- The fight-or-flight response
- Cognitive behaviour therapy
- The role of checking in health anxiety
- The ABC Model of emotions
- Unhelpful thinking styles
- The role of uncertainty in anxiety
- Avoidance and safety behaviours
- Sleep hygiene
- Working with doctors
- Lapses and relapses

### Evidence-Based Skills & Strategies including:

- Attention shifting
- Mindfulness
- Activity scheduling
- Thought challenging
- Managing checking behaviours
- Structured problem solving
- Behavioural experiments
- Relaxation and breathing skills
- Tolerating uncertainty
- Assertive communication skills
- Relapse prevention planning

## Questionnaires

Patients complete the **K-10**, **PHQ-9**, and **SHAI** throughout this program.

## Program Outline

### Lesson 1 - About the Diagnosis and Treatment

In this lesson, patients learn about what health anxiety is and how it can be treated using cognitive behaviour therapy.

**Skills:** Psychoeducation

**Resources:** Handouts on boosting motivation, controlled breathing, and sleep hygiene

### Lesson 2 - Getting Started

Patients learn to shift their attention away from somatic symptoms, practice mindfulness, manage their mood, and reduce checking behaviours.

**Skills:** Attention shifting, mindfulness, activity scheduling, and reducing checking

**Resources:** Activity scheduling, attention shifting, and structured problem solving worksheets

### Lesson 3 - Tackling Unhelpful Thoughts

This lesson focuses on the connection between thoughts and emotions, unhelpful thinking styles, and thought monitoring.

**Skills:** Thought monitoring

**Resources:** Worksheets on managing upsetting mental images and thought monitoring

### Lesson 4 - Tackling Unhelpful Thoughts

Patients learn to address their unhelpful thoughts through thought challenging and behavioural experiments.

**Skills:** Thought challenging and behavioural experiments

**Resources:** Worksheets on thought challenging and behavioural experiments

### Lesson 5 - Overcoming Avoidance

In this lesson, patients learn how to tolerate uncertainty and manage safety behaviours using graded exposure.

**Skills:** Tolerating uncertainty and graded exposure

**Resources:** Handouts on assertiveness, reassurance seeking and exposure therapy

### Lesson 6 - Preventing Relapse and Getting Even Better

Patients review the skills covered in this program and develop their own relapse prevention plan.

**Skills:** Relapse prevention planning

## Research

A randomised controlled trial and large effectiveness study have demonstrated that completion of this program is effective for reducing symptoms of health anxiety, with large effect-sizes comparable to face-to-face cognitive behaviour therapy.

References: Newby et al., 2018. Internet-based cognitive behavioural therapy versus psychoeducation control for illness anxiety disorder and somatic symptom disorder: a randomised controlled trial. *Journal of Consulting and Clinical Psychology*, 86(1), 89-98. Newby et al., 2020. The effectiveness of internet-delivered cognitive behavioural therapy for health anxiety in routine care. *Journal of Affective Disorders*, 264, 535-542.



# Perinatal Anxiety and Depression Programs

## Who is this program for?

The **transdiagnostic** Pregnancy and Postnatal programs are for pregnant women and new mums experiencing symptoms of anxiety and depression, including:

- Worrying about being a 'bad mum'
- Difficulty sleeping or relaxing
- Feeling breathless
- Feeling low, sad or numb
- Lack of interest in many activities
- Racing heart or 'tight' chest
- Unusual irritability
- Feeling worthless, hopeless or guilty

### Clinical Tip

The Pregnancy Anxiety and Depression program is for pregnant women while the Postnatal Anxiety and Depression program is for new mums. Individuals who have completed the pregnancy program can also do the postnatal program as a refresher.

## What does this program involve?

Across **3 lessons**, patients will follow the illustrated stories of 'Cara' and 'Lee' as they learn skills for managing manage symptoms of pre- and post-natal anxiety and depression.

This program contains:

### Psychoeducation about:

- Symptoms of anxiety and depression
- The causes of anxiety and depression
- Cognitive behaviour therapy
- Medications for mood and anxiety
- The ABC Model of emotions
- Unhelpful thinking styles
- Avoidance and safety behaviours

### Evidence-Based Skills & Strategies including:

- Controlled breathing
- Self-care
- Thought monitoring and challenging
- Structured problem solving
- Tolerating uncertainty
- Graded exposure
- Assertive communication

## Questionnaires

Patients complete the **K-10**, **GAD-7**, and **EPDS** throughout this program.



## Program Outline

The same skills are taught in the same order in both programs; however, Less and Cara stories are different in each program.

### Lesson 1 - About the Diagnosis and Treatment

This lesson explains how anxiety and depression work and how they can be treated using cognitive behavioural strategies.

**Skills:** Controlled breathing and self-care

**Resources:** Handout on progressive muscle relaxation

### Lesson 2 - Tackling Unhelpful Thoughts

In this lesson, patients learn how to do thought challenging and structured problem solving, and how to better tolerate uncertainty.

**Skills:** Thought challenging, structured problem solving, and tolerating uncertainty

**Resources:** Handouts on thought challenging, structured problem solving, and understanding intrusive thoughts

### Lesson 3 - Overcoming Avoidance

Patients learn how to overcome their anxiety using graded exposure. They also learn assertive communication skills.

**Skills:** Graded exposure and assertive communication

**Resources:** Exposure practice form, a self-care plan, and handouts on communicating effectively and increasing activity

## Research

Two randomised controlled trials have shown that this program can effectively reduce symptoms of pre- and post-natal anxiety and depression.

References: Loughnan et al, A randomised controlled trial of 'MUMentum postnatal': Internet-delivered cognitive behavioural therapy for anxiety and depression in postpartum women, Behaviour Research and Therapy, 2019; Loughnan et al, A randomized controlled trial of 'MUMentum Pregnancy': Internet-delivered cognitive behavioral therapy program for antenatal anxiety and depression, Journal of Affective Disorders, 2019.



# Worry and Rumination Program

## Who is this program for?

This program is for individuals who often get stuck engaging in repetitive negative thinking, including:

- **Worry:** Thinking over and over about all the bad things that could happen in the future and how you would cope if these did occur. When we worry, we spend a lot of time thinking about the 'what ifs'.
- **Rumination:** Going over and over past negative experiences, over analysing situations once they are over, and dwelling on past failures or regrets and negative aspects of yourself. Rumination can also involve spending a lot of time thinking about your mood and why you might be feeling that way. When we ruminate, we tend to ask lots of 'why' questions e.g., Why am I feeling this way? Why does this always happen to me? Why can't life be easier for me

## What does this program involve?

Across **3 lessons**, patients will follow the illustrated story of 'Liz' and 'Leo' as they learn how to recognise when they are engaging in unhelpful worry or rumination and learn how to better manage this using a range of practical strategies.

This program contains:

### Psychoeducation about:

- Rumination and worry
- Helpful vs unhelpful rumination and worry
- Managing rumination and worry at night

### Evidence-Based Skills & Strategies

including:

- Self-monitoring
- Activity scheduling
- Structured problem solving
- Worry time
- Attention shifting
- Shifting from general into specific thinking

## Questionnaires

Patients complete the **RTQ-10**, **K-10**, **GAD-7**, and **PHQ-9** throughout this program.

## Program Outline

### Lesson 1 - About Worry and Rumination

In this lesson, patients learn about rumination and worry and how to become more aware of when they are getting “stuck” in these types of thinking.

**Skills:** Self-monitoring, activity scheduling

**Resources:** Handouts on self-monitoring and activity scheduling

### Lesson 2 - Strategies to Manage Worry and Rumination

In this lesson, patients are introduced to three rules of thumb to help them differentiate between helpful and unhelpful rumination and worry as well as strategies to help them interrupt or prevent unhelpful rumination and worry.

**Skills:** Three rules of thumb, structured problem solving, worry time, attention shifting

**Resources:** Handouts on three rules of thumb and structured problem solving

### Lesson 3 - Shifting Thinking and Rumination and Worry at Night

In this lesson, patients are given strategies to help them manage rumination and worry at night and are taught how to shift away from a general thinking style into a more helpful specific thinking style.

**Skills:** Specific thinking, managing rumination and worry at night

**Resources:** Handouts on managing rumination and worry at night, shifting into a more specific thinking style, and a decision tree to help patients choose which skill from the program to use.

## Research

A pilot study and RCT (currently in press) have shown that this program can effectively reduce symptoms of rumination, worry, anxiety and depression.



# Mindfulness-Enhanced CBT Program

## Who is this program for?

This **transdiagnostic** program is for individuals who are interested in learning mindfulness-based skills for managing symptoms of anxiety and depression, including:

- Excessive, uncontrollable worry
- Persistent low mood or sadness
- Irritability
- Feeling 'flat', hopeless, or worthless
- Difficulty concentrating
- Tiredness or poor sleep
- Tense muscles
- Excessive reassurance seeking

## What does this program involve?

Across **6 lessons**, patients will follow the illustrated story of 'Liz' and 'Rob' as they learn mindfulness-based skills for managing the maladaptive thoughts and behaviours that maintain anxiety and depression.

This program contains:

### Psychoeducation about:

- The symptoms of anxiety and depression
- How anxiety and depression work
- Mindfulness
- Cognitive behaviour therapy
- The fight-or-flight response
- The lethargy cycle
- How thoughts influence mood and worry
- Unhelpful thinking styles
- Unhelpful beliefs about worry
- Avoidance and safety behaviours
- Sleep hygiene
- Communication styles
- Lapses and relapses

### Evidence-Based Skills & Strategies including:

- Controlled breathing
- 3-minute breathing space
- Mindful eating and walking
- Body scanning
- Behavioural activation
- Activity scheduling
- Structured problem solving
- Thought monitoring and challenging
- Labelling emotions
- Graded exposure
- Worry stories
- Assertiveness
- Relapse prevention planning

## Questionnaires

Patients complete the **K-10**, **PHQ-9**, **GAD-7** and **SWEMWBS** throughout this program.

## Program Outline

### Lesson 1 - About the Diagnosis and Treatment

This lesson explains how depression and anxiety work, introduces mindfulness, and outlines four mindfulness-based skills.

**Skills:** Controlled breathing, accepting unpleasant sensations, 3-minute breathing space, and mindful eating

**Resources:** Breathing audio guide, and handouts on '50 Mindfulness Activities', panic attacks, and common mindfulness difficulties

### Lesson 2 - Managing Mood

Patients learn body-based mindfulness exercises, and how to use behavioural activation and structured problem solving.

**Skills:** Body scanning, mindful walking, activity scheduling and structured problem solving

**Resources:** Handouts on activity scheduling, sleep hygiene, and problem solving

### Lesson 3 - Tackling Unhelpful Thoughts

This lesson describes skills for tracking unhelpful thinking styles and rumination.

**Skills:** Thought challenging, attention shifting, and behavioural experiments

**Resources:** Labeling emotions handout and thought monitoring form

### Lesson 4 - Overcoming Avoidance

Patients learn about the role of avoidance in depression and anxiety, and how to overcome avoidance.

**Skills:** Graded exposure

**Resources:** Worksheets on thought challenging, 'Positives Hunt', and challenging rumination

### Lesson 5 - Advanced Exposure Skills

In this lesson, patients learn how to trouble-shoot exposure and how to use exposure to overcome their fear of worry itself.

**Skills:** Graded exposure, worry stories, and assertive communication skills

**Resources:** Handouts on assertiveness, communication skills, and exposure

### Lesson 6 - Preventing Relapse and Getting Even Better

Patients review the skills covered in this program and develop their own relapse prevention plan.

**Skills:** Relapse prevention planning

## Research

A randomised controlled trial has shown that this program is effective for reducing depression and anxiety.

References: Kladnitski et al, 2020. Transdiagnostic internet-delivered CBT and mindfulness-based treatment for depression and anxiety: A randomised controlled trial. *Internet Interventions*, 20.



# Teen Worry and Sadness Program

## Who is this program for?

This **transdiagnostic** program is for teenagers aged 12 to 17 who are experiencing symptoms of worry and sadness, and their families. This program will help young people experiencing:

- Excessive, uncontrollable worry
- Persistent low mood or sadness
- Low self-esteem
- Irritability
- Difficulty concentrating
- Tiredness or poor sleep
- Tense muscles
- Feeling 'flat', hopeless, or worthless

### Clinical Tip

Teenagers aged 16 to 17 can choose to do the Teen Worry and Sadness Program or the Anxiety and Depression Program, if they are supervised by a clinician.

## What does this program involve?

Across **6 lessons**, teenagers will follow the illustrated stories of 'Chloe', 'Ella', 'Josh', and 'Will', as they learn skills for coping with sadness, stress, and adolescence.

This program contains:

### Psychoeducation about:

- The symptoms of anxiety and depression
- How anxiety and depression work
- Helpful vs. unhelpful stress and worry
- The lethargy cycle
- The psychological benefits of exercise
- Avoidance and safety behaviours
- The physical symptoms of anxiety
- Communication styles
- Facing your fears
- Lapses vs. relapses

### Evidence-Based Skills & Strategies including:

- Thought monitoring and challenging
- Realistic thinking
- Physical exercise
- Behavioural activation
- Graded exposure
- Activity scheduling
- Progressive muscle relaxation
- Effective communication skills
- Controlled breathing
- Structured problem solving

## Questionnaires

Patients complete the **K-10**, **Modified PHQ-9**, and **GAD-7** throughout this program.

### Clinical Tip

Parents can access a Parent Guide and Parent FAQs, and will receive email notifications if their teenager's K-10 scores heighten significantly.



## Program Outline

### Lesson 1 - About the Diagnosis

This lesson explains what depression and anxiety are and how they can be identified.

**Skills:** Psychoeducation

### Lesson 2 - Tackling Unhelpful Thoughts

Patients learn how to manage anxiety and unhelpful thinking styles using thought challenging and realistic thinking.

**Skills:** Identifying and challenging unhelpful thoughts

**Resources:** Thought challenging worksheet

### Lesson 3 - Tackling Unhelpful Thoughts

This lesson explains how to tackle low mood by engaging in fun activities, and how to overcome anxiety using graded exposure and relaxation techniques.

**Skills:** Behavioural activation, activity scheduling, graded exposure, and progressive muscle relaxation.

### Lesson 4 - Communicating Effectively

This lesson explains how to communicate effectively and assertively, and how to use controlled breathing to manage anxiety.

**Skills:** Assertive communication and controlled breathing

**Resources:** Practicing assertiveness handout

### Lesson 5 - Putting It All Together

Patients learn how to do structured problem solving and how to combine different skills to overcome their worries.

**Skills:** Structured problem solving

**Resources:** Worksheets on testing predictions, problem solving, and knowing which skill to use

### Lesson 6 - Preventing Relapse and Getting Even Better

Patients review the skills covered in this program and develop their own relapse prevention plan.

**Skills:** Relapse Prevention Planning

**Resources:** Toolbox of skills

## Research

This program is based on cognitive behaviour therapy, an internationally recommended treatment for adolescents experiencing anxiety or depression.

References: National Institute for Health and Care Excellence (NICE). 2017. Depression in children and young people: Identification and management <https://www.nice.org.uk/guidance/cg28/chapter/1-Recommendations>. National Institute for Health and Care Excellence (NICE). 2013. Social anxiety disorder: recognition, assessment, and treatment. <https://www.nice.org.uk/guidance/cg159/ifp/chapter/Treatment-for-children-and-young-people>



# Post Traumatic Stress Program

## Who is this program for?

This **disorder-specific** program is for individuals experiencing the following symptoms at least one month after experiencing or witnessing a traumatic event, like a car accident or assault:

- Intrusive memories of the trauma
- Flashbacks
- Unusually risky or aggressive behaviour
- Difficulty concentrating
- Negative thoughts
- Avoiding thinking about the trauma
- Poor sleep
- Nightmares about the trauma
- Irritability
- Feeling numb or hopeless

Please be aware that this program is **NOT suitable** for people who are:

- Responding to **acute trauma** (occurred less than 3 months ago)
- Experiencing **Complex PTS**. (Complex PTS is a longstanding condition that can occur after prolonged and repeated trauma (especially childhood trauma). This can lead to significant and persistent difficulties with relationships, emotional regulation and personal identity. The main form of treatment is long-term, individual, face to face psychological therapy.)
- Experiencing difficulties with **self-harm and suicidal ideation**, as the treatment strategies in this program (e.g., exposure therapy) can cause increased distress.

## What does this program involve?

Across **8 lessons**, patients will follow the illustrated story of 'Paula' as she learns practical strategies for overcoming the unhelpful thoughts and behaviours that maintain her PTSD. This program contains:

### Psychoeducation about:

- What trauma is
- The symptoms of post-traumatic stress
- How PTSD works
- Cognitive behaviour therapy
- Avoidance and safety behaviours
- The fight-or-flight response
- The ABC Model of emotions
- The role of cognitions in PTSD
- Unhelpful thinking styles
- How to elicit helpful social support
- Lapses and relapses

### Evidence-Based Skills & Strategies including:

- Controlled breathing
- Grounding
- Progressive muscle relaxation
- Behavioural activation
- Activity scheduling
- Thought monitoring and challenging
- Graded exposure
- Behavioural experiments
- Assertive communication skills
- Attention shifting
- Relapse prevention planning

## Questionnaires

Patients complete the **K-10**, **PHQ-9**, and **PCL-5** throughout this program.

## Program Outline

Lesson 1 - About PTS	
Learn about the symptoms of PTS and how cognitive behavioural therapy (CBT) can help to manage them.	<b>Skills:</b> Psychoeducation <b>Resources:</b> Handouts on boosting mood and motivation, Information for Family and Friends
Lesson 2 - Breaking the Cycle	
Understand what maintains the PTS cycle and how CBT skills can help break this cycle.	<b>Skills:</b> Controlled breathing, grounding <b>Resources:</b> Problem solving, Progressive Muscle Relaxation, Controlled breathing
Lesson 3 - Finding The Link Between Thoughts And Feelings	
Learn how thoughts and feelings are connected, techniques to manage strong emotions linked to traumatic memories.	<b>Skills:</b> Monitoring thoughts, distress tolerance <b>Resources:</b> Labelling emotions, Thought Monitoring, Thinking Errors
Lesson 4 - Changing Unhelpful Thoughts	
Explore new techniques to tackle unhelpful thoughts to help you change the way you feel.	<b>Skills:</b> Thought Challenging <b>Resources:</b> Identifying and Challenging Thoughts, Thought Challenging Form
Lesson 5 - Tackling Upsetting Memories I	
Learn techniques to make the thoughts and memories about your trauma less distressing.	<b>Skills:</b> Exposure, Trauma Stories <b>Resources:</b> Info for Family and Friends Part 2, Shifting Attention, Effective Communication
Lesson 6 - Tackling Upsetting Memories II	
Learn how to reduce avoidance of distressing thoughts and trauma memories.	<b>Skills:</b> Reading and Updating Trauma Stories <b>Resources:</b> Trauma Story, SUDS, Thought Challenging Form
Lesson 7 - Dealing With Trigger Situations	
Learn practical steps to reduce avoidance of situations and test out your unhelpful thoughts.	<b>Skills:</b> Behavioural Experiments, Exposure <b>Resources:</b> Exposure Stepladder, Behavioural Experiment Form
Lesson 8 - Staying Well	
Develop ways to have better control over your symptoms in the long term and prevent relapse.	<b>Skills:</b> Relapse Prevention <b>Resources:</b> Relapse Prevention Plan

## Research

Cognitive behaviour therapy is an internationally recommended, first-line intervention for PTSD, and the cognitive behavioural strategies included in this program have been shown to be effective for PTSD.

References: National Institute for Health and Care Excellence (NICE) Guidelines for Post-traumatic stress disorder [NG116] (2018). <https://www.nice.org.uk/guidance/ng116/chapter/Recommendations#management-of-ptsd-in-children-young-people-and-adults>; Allen et al, Internet-based cognitive behavioural therapy (iCBT) for posttraumatic stress disorder versus waitlist control: Study protocol for a randomised controlled trial, *Trials*, 2015; Rosenbaum et al, Physical activity in the treatment of Post-traumatic stress disorder: A systematic review and meta-analysis, *Psychiatry Research*, 2015.



# Chronic Pain Program

## Who is this program for?

This **disorder-specific** program is for individuals experiencing chronic pain, which is pain that has persisted for at least 3 months.

### Clinical Tip

Chronic pain isn't just physical, it's a biopsychosocial experience. Therefore, chronic pain patients will generally benefit from multidisciplinary treatment that includes medication, psychology, and physiotherapy.

## What does this program involve?

Across **8 lessons**, individuals will follow the illustrated story of 'Martha' as she learns cognitive and behavioural strategies for managing her chronic pain.

This program contains:

### Psychoeducation about:

- Chronic vs. acute pain
- How chronic pain works
- Movement and chronic pain
- Pain vs. harm
- Accepting vs. 'giving up'
- The boom-bust cycle
- Cognitions and chronic pain
- Cognitive behaviour therapy
- The ABC Model of emotions
- Unhelpful thinking styles
- Stress and pain
- Communication styles
- Lapses vs. relapses

### Evidence-Based Skills & Strategies including:

- Increasing movement
- Relaxation strategies
- SMART goals
- Accepting chronic pain
- Activity pacing
- Identifying unhelpful thoughts
- Thought challenging
- Activity scheduling
- Managing anger
- Controlled breathing
- Structured problem solving
- Sleep management strategies
- Assertiveness
- Flare-up planning

## Questionnaires

Patients complete the **K-10**, **PHQ-9**, **WHODAS-II**, **PDI**, **PSEQ**, and **TSK** throughout this program.

### Clinical Tip

Patients can access videos on improving movement and relaxation at the 'Movement Station' and 'Relaxation Station' at the patient dashboard.

## Program Outline

### Lesson 1 - About the Diagnosis and Treatment

Patients learn about how chronic pain develops, what keeps it going, and how it can be managed using practical strategies.

**Resources:** Handout on 'Site Specific Pain' and instructions for the movement and relaxation stations

### Lesson 2 - Making a New Normal

This lesson helps patients gradually return to their everyday activities through goal-setting and acceptance.

**Skills:** SMART goals and acceptance

**Resources:** Handout on making life changes

### Lesson 3 - Activity Pacing

Patients learn how to manage the boom-bust cycle using activity pacing.

**Skills:** Activity pacing

**Resources:** Daily activity scheduling worksheet

### Lesson 4 - Unhelpful Thinking Styles

Patients learn about how unhelpful thinking styles can impact mood and maintain chronic pain.

**Skills:** Thought monitoring

### Lesson 5 - Managing Mood

Patients learn how to manage their mood using thought challenging, activity scheduling, and controlled breathing.

**Skills:** Thought challenging, activity scheduling, and controlled breathing

**Resources:** Thought challenging handout

### Lesson 6 - The Role of Stress

This lesson explains how stress can impact pain and describes some practical stress management strategies.

**Skills:** Structured problem solving and sleep management strategies

### Lesson 7 - Communicating Effectively

This lesson explores how chronic pain can impact relationships and explains some effective communication strategies.

**Skills:** Assertive communication

**Resources:** Conversation skills handout and 'Information for Family and Friends'

### Lesson 8 - Preventing Relapse and Getting Even Better

Patients review the skills covered in this program and develop their own relapse prevention plan.

**Skills:** Relapse prevention planning

## Research

A randomised controlled trial and large effectiveness study have demonstrated that this program is effective at reducing the impact of chronic pain.

Reference: Smith et al., 2019. Reboot Online: A Randomized Controlled Trial Comparing an Online Multidisciplinary Pain Management Program with Usual Care for Chronic Pain. *Pain Medicine*, 20(12), 2385-2396. Lim et al., 2021. Evaluating Real-World Adherence and Effectiveness of the "Reboot Online" Program for the Management of Chronic Pain in Routine Care. *Pain Medicine*, 2021



# Insomnia Program

## Who is this program for?

This **disorder-specific** program is for individuals who have been experiencing symptoms of insomnia for at least 3 months, despite adequate opportunity to sleep, including:

- Difficulty falling asleep
- Difficulty staying asleep
- Waking very early in the morning
- Persistent tiredness and fatigue

## What does this program involve?

Across **4 lessons**, patients will follow the illustrated story of 'Leo' as he learns cognitive and behavioural strategies for overcoming his insomnia.

This program contains:

### Psychoeducation about:

- What insomnia is
- How insomnia works
- Factors that regulate sleep
- Sleep hygiene
- Sleep efficiency
- Sleep medications
- Unhelpful thinking styles
- Cognitive behaviour therapy
- Sleep effort
- How anxiety works
- How worry interacts with sleep
- Rumination and negative thoughts
- Lapses and relapses

### Evidence-Based Skills & Strategies including:

- Using diet and exercise to improve sleep
- Changing the sleep environment
- Sleep diaries
- Sleep routines
- Stimulus control
- Worry time
- Time-in-bed restriction
- Thought challenging
- Accepting worries
- Activity scheduling
- Slow breathing
- Structure problem solving
- Relapse prevention planning

## Questionnaires

Patients complete the **K-10**, **WHO-5** and **ISI** throughout this program.

## Program Outline

### Lesson 1 - About the Diagnosis and Treatment

Patients learn about the factors that regulate sleep, how CBT works, and practical strategies for improving sleep efficiency.

**Skills:** Modifying diet, exercise, and sleep routines, and using sleep diaries

### Lesson 2 - Improving Sleep Efficiency

This lesson outlines numerous behavioural strategies for boosting sleep efficiency.

**Skills:** Stimulus control, reducing sleep effort, worry time, and establishing wind-down routines

### Lesson 3 - Reducing Worry About Sleep

This lesson describes cognitive strategies for reducing sleep worry and explains how restricting time in bed can improve sleep.

**Skills:** Time-in-bed restrictions, thought challenging, and letting worries go

### Lesson 4 - Putting It All Together

Patients learn to manage their mood and worries using activity scheduling, relaxation strategies, and structured problem solving. They also review the skills learnt in this program and develop a relapse prevention plan.

**Skills:** Structured problem solving, activity scheduling, slow breathing, and relapse prevention planning

#### Clinical Tip

Insomnia is often comorbid with anxiety and depression. If a patient is exhibiting significant signs of anxiety and/or depression, they may benefit from our Depression or Anxiety and Depression programs.

## Research

A large-scale naturalistic study has demonstrated that this program is effective at reducing symptoms of insomnia and psychological distress.

Reference: Grierson et al, 2020. Self-guided online cognitive behavioural therapy for insomnia: a naturalistic evaluation in patients with potential psychiatric comorbidities. *Journal of Affective Disorders*, 266, 305-310.





# Mindfulness Program

## Who is this program for?

This **transdiagnostic** program is suitable for anyone interested in:

- Learning the basics of mindfulness and meditation
- Improving their attention
- Becoming more accepting of and compassionate towards their internal experiences

### Clinical Tip

Mindfulness is a particular way of paying attention to the present moment. Mindfulness involves living in the moment, acknowledging and accepting things as they are, and self-compassion.

## What does this program involve?

Across **4 lessons**, patients will follow the illustrated stories of 'Liz' and 'Rob' as they learn how use mindfulness-based skills to improve their anxiety, mood, and attention.

This program contains:

### Psychoeducation about:

- What mindfulness is
- What mindfulness is not
- Living on autopilot
- Mindfulness, anxiety, and mood
- Common difficulties with mindfulness
- Mindfulness and attention
- Primary and secondary experiences
- Cultivating non-judgemental attention
- Mindfulness and physical discomfort
- Maintaining mindfulness practice

### Evidence-Based Skills & Strategies including:

- Controlled breathing
- 3-minute breathing space
- Noticing, observing, and describing
- Anchoring (focusing on the present)
- Mindful eating
- Mindfulness of the breath
- Mindful stretching
- Mindful walking
- Body scanning
- Accepting physical discomfort

## Questionnaires

Patients complete the **K-10**, **SWEMWBS**, and **WHO-5** throughout this program.

## Program Outline

### Lesson 1 - Becoming Aware

This lesson explains what mindfulness is and how it can improve psychological wellbeing, and introduces some basic mindfulness skills.

**Skills:** Controlled breathing; 3-minute breathing space; Noticing, observing, and describing; and mindful eating.

### Lesson 2 - Learning About Your Mind

Patients learn mindfulness skills to help them control and shift their attention.

**Skills:** Mindfulness of breath and anchoring to the present moment

### Lesson 3 - Listening to Your Body

This lesson outlines common hindrances to mindfulness and explains how to overcome them.

**Skills:** Body scan, mindful stretching, and mindful walking

### Lesson 4 - Mindfulness in Daily Life

In this lesson, patients learn more advanced mindfulness skills and learn how to maintain their mindfulness practice.

**Skills:** Mindfulness of physical discomfort, maintaining mindfulness practice

### Clinical Tip

Patients can also access mindfulness audio guides that they can download and keep.

## Research

This program was adapted from the Mindfulness-Enhanced CBT program.



# Stress Management Program

## Who is this program for?

This **transdiagnostic** program is suitable for anyone feeling overwhelmed by stressors such as:

- A relationship breakdown
- Academic demands
- Caring for a loved one
- Work stress

### Clinical Tip

Everyone experiences stress from time to time; however, intense or chronic stress can significantly impact a person's physical and mental wellbeing.

## What does this program involve?

Across **4 lessons**, patients will follow the illustrated story of 'Sue' as she learns practical strategies for reducing her stress levels.

This program contains:

### Psychoeducation about:

- The Yerkes-Dodson Stress Model
- Stress vs. anxiety and depression
- The Stress Cycle
- Cognitive behavioural therapy
- Passive vs. active coping
- Communication styles
- The ABC Model of emotions
- Unhelpful thinking styles
- Stress and high standards
- Avoidance
- Lapses vs. relapses

### Evidence-Based Skills & Strategies including:

- Reducing stressors and demands
- Boosting resources
- Controlled breathing
- Behavioural activation
- Structured problem solving
- Assertive communication
- Thought monitoring and challenging
- Cheer-leading
- Self-soothing
- Graded exposure
- Relapse prevention planning

## Questionnaires

Patients complete the **K-10** and **WHO-5** throughout this program.

## Program Outline

### Lesson 1 - Understanding Stress and Active Coping

This lesson outlines the Stress Cycle, passive and active coping, and balancing demands and resources.

**Skills:** Reducing demands, boosting resources, controlled breathing, and behavioural activation

### Lesson 2 - Active Coping II – Structured Problem Solving and Assertive Communication

Patients learn how to address fixable stressors and using structured problem solving and assertive communication.

**Skills:** Structured problem solving and assertive communication

### Lesson 3 - Active Coping III: Shifting Perceptions

Patients learn about the connection between thoughts and feelings, and how to manage the unhelpful thoughts that worsen stress.

**Skills:** Thought monitoring and challenging, cheer-leading, and self-soothing

### Lesson 4 - Active Coping IV: Shifting Unhelpful Behaviours

This lesson explains how avoidance can worsen stress and how to overcome avoidance using graded exposure.

**Skills:** Graded exposure

#### Clinical Tip

Chronic stress can cause people to develop anxiety or depression. If a patient is reporting persistent, uncontrollable worries, low mood, low self-esteem, or feelings of worthlessness, they may benefit more from our Depression or Anxiety and Depression programs.

## Research

A large-scale study has demonstrated that this program is effective at reducing symptoms of psychological distress.

Reference: Hobbs et al, (under review). Effects of self-guided Internet-delivered cognitive behavioral therapy for stress management (2020).



# Student Wellbeing Program

## Who is this program for?

This **transdiagnostic** program is suitable for students coping with the demands of:

- Studying at uni or similar tertiary institution
- Exams and assignments
- Juggling study and employment
- Feeling homesick

### Clinical Tip

It is normal to experience stress as a student, however, intense or chronic stress can significantly impact a person's capacity to study, learn, sleep and their general wellbeing.

## What does this program involve?

Across **8 lessons**, patients will follow the illustrated story of 'Jack' as he learns skills and strategies to cope with the demands of being a student.

This program contains:

### Psychoeducation about:

- The Stress Cycle
- Active vs Passive Coping
- The ABC Model
- Unhelpful thinking styles
- Structured problem solving
- SMART Goals
- Sleep
- The Procrastination Cycle
- Mindfulness
- Progressive Muscle Relaxation

### Evidence-Based Skills & Strategies including:

- Balancing demands and resources
- Thought monitoring and challenging
- Establishing health routines
- Setting SMART goals
- Sleeping and eating healthily
- Challenging procrastination thoughts
- Mindful walking
- Controlled breathing
- Strengthening existing connections
- Making new relationships

## Questionnaires

Patients complete the **K-10** and **SWEMWBS** throughout this program.

## Program Outline

Lesson 1 - Understanding Yourself	
Patients learn about how stress works and the importance of balancing your demands and resources.	<b>Skills:</b> Stress Cycle, balancing demands and resources <b>Resources:</b> Demands vs Resources, Wellbeing checklist
Lesson 2 - Healthy Thinking	
This lesson helps patients tackle unhelpful thinking styles that can increase stress and lower wellbeing.	<b>Skills:</b> Identify and challenge unhelpful thinking <b>Resources:</b> Thought Challenging Worksheet, Unhelpful Thinking Patterns
Lesson 3 - Healthy Routines	
Patients learn how to establish a healthy, sustainable routine.	<b>Skills:</b> Establishing healthy, sustainable routines <b>Resources:</b> Activity scheduling worksheet, Activities List
Lesson 4 - Healthy Coping	
Patients learn about making changes and tackling problems using Structured Problem Solving and SMART goals.	<b>Skills:</b> Set SMART goals and Structured Problem Solving <b>Resources:</b> Structured Problem Solving
Lesson 5 - Healthy Body	
Patients learn how to take care of their mind by taking care of their body – improving sleep, eating, and exercise.	<b>Skills:</b> Strategies to sleep well, eat healthily and exercise regularly
Lesson 6 - Study Smart	
Patients learn how procrastination works, and how to overcome it using practical CBT strategies.	<b>Skills:</b> Challenging thoughts that underpin procrastination
Lesson 7 - Zen Out, Chill Out	
Patients learn about some effective mindfulness and relaxation exercises that can help them de-stress.	<b>Skills:</b> Mindful walking, progressive muscle relaxation, visualisation, meditation
Lesson 8 - Creating Connections	
Patients learn to strengthen existing relationships and creating new connections..	<b>Skills:</b> Strengthening relationships and making new connections

## Research

This program was developed by qualified health professionals at the Clinical Research Unit for Anxiety and Depression at St Vincent's Hospital in Sydney, Australia. It includes evidence-based techniques that have been demonstrated to alleviate symptoms of anxiety and low mood.

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