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#### RESEARCH ARTICLE

## Harnessing the Power of NGOs and Social Workers Enhancing Mental Health Resilience Through Collaborative Efforts

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#### Abstract

*This comprehensive analysis delves into the endeavors of twenty-five non-governmental organizations (NGOs) alongside numerous dedicated social workers, all of whom have committed themselves to combatting global mental health issues. The principal objectives of this study encompass the evaluation of the efficacy of their programs and the illumination of their pivotal role in heightening awareness regarding mental health concerns on a global scale. The methodological approach adopted for this research involves an exhaustive exploration of renowned organizations and social workers hailing from diverse corners of the world. This report delves deeply into the operational modus operandi of these NGOs and social workers, elucidating their overarching missions and visions, and cataloging the myriad services and initiatives they proffer. Furthermore, the investigation delves into the impact of these services and initiatives on the individuals they assist and the communities they serve. The findings of this study resoundingly affirm that the activities and services of these NGOs and social workers play a pivotal role in the elevation of public consciousness regarding mental health issues, substantially ameliorating the lives of individuals grappling with mental health tribulations. Notably, exemplifying this phenomenon is the non-profit entity "Mental Health America," which offers an online screening tool to aid individuals in gauging their current mental health status and guiding them towards optimal treatment avenues. Similarly, Dr. Alok Kanojia, a dedicated social worker, extends online counseling services to individuals confronting barriers to accessing mental health care, whether financial or geographical. The study underscores that diverse elements, such as adequate funding, community involvement, and a comprehensive outlook on mental health, intricately influence the effectiveness of these programs and services. For instance, "The National Alliance on Mental Illness," a non-profit organization, champions improved mental health policies, while concurrently educating the public and diminishing the stigma surrounding mental health issues.*

#### Keywords

*Access, Advocacy, Community-Based, Mental Health, NGOs, Programs, Social Workers, Stigma.*

### 1. Introduction

Social workers are experts with the training to assist people, families, and communities in coping with a variety of problems, including mental health challenges (Piat et al., 2021; Rosado-Solomon, Koopmann, Lee, & Cronin, 2023). As they have come to understand the significance of these problems to general health and well-being, social workers have placed an increasing emphasis on dealing with mental health difficulties including trauma, depression, and anxiety (Morley & O'bree, 2021; Neely-Barnes, Hunter, Meiman, Malone, Hirschi, & Delavega, 2021). A person's ideas, feelings, and actions might be affected by problems affecting their mental health. These conditions may affect a person's capacity to carry out everyday

tasks and can vary in severity from minor to severe. Depression, anxiety, PTSD, bipolar disorder, schizophrenia, and eating disorders are a few of the more prevalent mental health conditions. Anybody, regardless of age, gender, ethnicity, or financial level, may have mental health concerns (Marmo, Pardasani, & Vincent, 2021; Nisanci, Kahraman, Alcelik, & Kiris, 2020). Since they may have a substantial influence on a person's general health and well-being, mental health concerns are crucial to treat. Physical health difficulties including chronic pain, high blood pressure, and heart disease may be caused by mental health disorders. They may also affect a person's capacity for everyday tasks, ability to function well at job, and relationships. The emphasis of social workers worldwide is shifting more and more towards dealing with mental health problems (Choy-Brown, Stanhope, Wackstein, & Delany Cole, 2020; Näslund, Sjöström, & Markström, 2020).

About half of all social workers in the United States work in mental health and drug addiction programmes, where they play a crucial part in managing mental health concerns. In the US, social workers provide a variety of services, such as case management, individual and group counselling, and client advocacy. They work in a range of places, including as private clinics, community mental health facilities, and hospitals (Cénat, Mukunzi, Noorishad, Rousseau, Derivois, & Bukaka, 2020; Webb, 2019). Social workers in South Africa are increasingly concentrating on treating mental health concerns, especially among underprivileged communities. Counseling, advocacy, and support for persons with mental health concerns, particularly those who have endured trauma, violence, or abuse, are crucial services provided by social workers.

Social workers in South Africa can be found in a variety of settings, including hospitals, classrooms, and nonprofits. Social workers in India are becoming more crucial in the fight against mental illness, especially in rural regions where access to mental health treatments is poor. Through community-based initiatives, social workers in India are attempting to raise awareness of mental health problems and lessen stigma. Also, they provide assistance and support to those with mental health problems as well as to their families. Social workers are crucial to Australia's effort to address mental health concerns, especially those that affect Indigenous people. The core causes of mental health problems, such as poverty, unemployment, and prejudice, are being addressed by social workers. Moreover, they are collaborating with Indigenous communities to provide community-led solutions to mental health problems while also offering treatments that are acceptable for the culture (Organization, 2019; Proctor, Ramsey, Brown, Malone, Hoolley, & McKay, 2019).

## 2. NGOs and Social Workers Addressing Mental Health Issues

Work environments for social workers in Australia range from hospitals to community health centres to Aboriginal community-controlled health facilities. Problems with mental health affect people and communities all around the globe (De Jong, 2006; I. Ferguson & Lavalette, 2006; Funk, Minoletti, Drew, Taylor, & Saraceno, 2006). Nonetheless, there are still many people and communities that have difficulty getting the resources and care they need for their mental health. Social

workers and Non-Governmental Organizations (NGOs) are essential in removing these obstacles and raising mental health awareness (Herrman, 2019; Scholz, Bocking, & Happell, 2018). This study intends to investigate the operation and effects of 25 Organizations and a number of social workers who are actively tackling global concerns with mental health. Examining the efficiency of their programmes and shedding light on their contributions to raising awareness of mental health are the goals of this research (Organization, Association, Child, Psychiatry, & Professions, 2005; Padmavati, 2005; Peake & Epstein, 2005). In low- and middle-income nations, where there are few mental health resources and a significant stigma attached to mental health problems, the neglect of mental health is especially glaring. More than 75% of people with mental health disorders in low and middle-income countries do not obtain treatment, according to the World Health Organization, as a result of multiple obstacles such as a lack of money, a dearth of mental health specialists, and cultural stigma (Briskman & Cemlyn, 2005; W. H. O. D. o. M. Health, Abuse, Evidence, & Team, 2005; Kieran, Munford, O'Donoghue, & Nash, 2005).

In high-income nations, where mental health conditions are still stigmatised and people encounter a variety of obstacles when trying to receive mental health care, it is also clear that mental health is being neglected (Kokanović, Brophy, McSherry, Flore, Moeller-Saxone, & Herrman, 2018; Powell, Asbill, Louis, & Stoklosa, 2018). The cost of mental health care and the scope of insurance coverage for this condition are common in many high-income nations. Considering these difficulties, NGOs and social workers are essential in raising awareness of mental illness and enhancing access to mental health treatments (Gamboni, Gutierrez, & Morgan-Sowada, 2018; Wong et al., 2017). These groups and people support improved mental health laws, advocate for better mental health policies, and spread knowledge about and understanding of mental health concerns (Baingana, Bannon, & Thomas, 2005; Bransford, 2005; Regmi, Pokharel, Ojha, Pradhan, & Chapagain, 2004).

This study's goals are to investigate how 25 Organizations and a number of social workers operate and what influence they have on the global fight against mental health concerns. The goal of the research is to determine how well these organisations' and individuals' services and initiatives work to increase access to mental health treatment and raise awareness of mental illness. Also, this study intends to pinpoint the elements—like sufficient financing, community involvement, and a holistic approach to mental health—that contribute to the efficiency of these programmes and services. This research seeks to highlight the importance of governments and policy-makers recognising and assisting these groups and people in their efforts to improve access to mental health services and raise awareness of mental illness. This study emphasises the value of social workers and NGOs in tackling global concerns related to mental health.

## 3. Mental Health Programs and Impact of NGOs and Social Workers Across the Globe

This research sheds light on the efficiency of their programmes and services in raising mental health awareness and enhancing access to mental health care by investigating the operation and impact of 25 well-known NGOs and a number

of social workers. This study underscores how important it is for governments and policymakers to acknowledge and encourage these groups' and individuals' efforts. This study may assist in the creation of policies and programmes that advance mental health awareness and enhance access to mental health care for all people and communities by identifying the elements that contribute to the efficacy of these programmes and services. With more than half of all social workers employed in mental health and drug misuse services, social workers in the United States are essential in treating mental health concerns (Karim, Saeed, Rana, Mubbashar, & Jenkins, 2004; Khandelwal, Jhingan, Ramesh, Gupta, & Srivastava, 2004; Parameshvara Deva, 2004).

This demonstrates the rising demand for mental health services throughout the nation as well as the growing understanding of the significance of mental health to overall wellbeing (Lodge, Kaufman, & Stevens Manser, 2017; van Ginneken, Maheedhariah, Ghani, Ramakrishna, Raja, & Patel, 2017). More than 120,000 social workers in the US are represented by the National Association of Social Workers (NASW), a professional association. The National Association of Social Workers (NASW) asserts that American social workers offer a range of services to address mental health issues, including individual and group therapy, case management, and client advocacy. You can find these establishments all around town, from hospitals to community mental health centres to private practises (Munday, 2003; Okasha, 2003; Tirrito & Cascio, 2003). One area where social workers play a crucial role in the management of mental health issues in the United States is the realm of trauma. Those who have experienced traumatic events, such as sexual or physical abuse, natural disasters, or other stressful circumstances, often turn to social workers as their first point of contact for help (Graham et al., 2003; Stalker & Harvey, 2002; Watters, 2002). Social workers help those who have suffered trauma by providing them with counselling and support while they develop recovery strategies (Dominelli, 2017; Thornicroft, Deb, & Henderson, 2016).

Collaboration with other authorities, such as medical professionals and law enforcement, could further ensure that people receive the help and services they require (Lonne & Cheers, 2000; Saraceno & Saxena, 2002; Weiss, Isaac, Parkar, Chowdhury, & Raguram, 2001). Substance abuse is another field in which social workers play an important part in the management of mental health disorders (Chazin, Kaplan, & Terio, 2000; Harnois & Gabriel, 2000). Social workers in the United States help persons and families dealing with substance abuse by providing counselling, case management, and advocacy (Munson, 1999; Scheffler & Ivey, 1998). They are employed in settings as diverse as hospitals, community organisations, and rehab centres. Social workers talk to individuals and families about what led up to their drug abuse, help them get in touch with resources in their area, and create a road map to sobriety (Gray, 2016; Saymah, Tait, & Michail, 2015). In the United States, social workers play a crucial role in addressing the mental health needs of economically disadvantaged areas (Okasha & Karam, 1998; Seeley, 1996).

For instance, social workers help incarcerated persons, the homeless, and the poor deal with their mental health issues and develop action plans for the future (Retkin, Stein, & Dramin, 1996; Walters & Neugeboren, 1995). Social workers may help with marginalised groups who face systemic discrimination and

injustice to improve their mental health (MacDonnell & Daley, 2015; Mahadevan & Houston, 2015). In the United States, social workers play a vital role in addressing issues affecting the emotional well-being of children and their families (Berman & West, 1995; McFarland, 1994). Trauma, behavioural issues, and family strife are just some of the issues that social workers help children and families overcome.

#### 4. Assessing the Effectiveness of Mental Health Programs by NGOs and Social Workers

In America, social workers operate in a variety of settings, such as schools, hospitals, and community-based groups. Also, social workers collaborate with parents and other adults to create plans for fostering children's mental health and wellbeing (Gutierrez, 1990; Kays, 1994). With more than half of all social workers employed in mental health and drug addiction services, social workers in the United States are essential in treating mental health concerns (Kagle, 1982; Schwartzman, Kneifel, Barbera-Stein, & Gaviria, 1984). In order to address mental health difficulties across various groups, social workers provide a number of services, such as counselling, case management, and advocacy. Social workers are essential in fostering good mental health and wellbeing as well as in fighting for laws and neighborhood-based programmes to address inequities in mental health (Islam & Biswas, 2015; Luitel et al., 2015). In South Africa, social workers are increasingly concentrating on dealing with mental health concerns, especially among vulnerable communities. Mental health problems are a serious worry in a nation where poverty, violence, and inequality are all too common (Butler & Lewis, 1973).

Counselling, advocacy, and support for persons with mental health concerns, particularly those who have endured trauma, violence, or abuse, are crucial services provided by social workers (Androff, 2015; Gehlert, Collins, Golden, & Horn, 2015). The field of trauma is one illustration of the crucial role social workers play in managing mental health concerns in South Africa. As a consequence of violence, crime, or other traumatic occurrences, a lot of individuals in South Africa have gone through trauma. To assist these people deal with the aftereffects of trauma, such as depression, anxiety, and post-traumatic stress disorder, social workers work with them (PTSD). They might provide guidance, encouragement, and recommendations to other services including therapy, support groups, and legal and medical help (Aberdein & Zimmerman, 2015; Robinson, 2014). The area of drug addiction is another illustration of the crucial role social workers play in treating mental health concerns in South Africa. In South Africa, substance misuse is a serious issue, especially among young people. Social workers collaborate with community-based organisations to create preventative and intervention programmes and provide counselling and support to people and families who are struggling with drug misuse (Ornellas, 2014; Roberts, Mogan, & Asare, 2014).

They could also assist those who struggle with both drug misuse and mental health disorders concurrently. In South Africa, social workers are essential in resolving difficulties with children's and families' mental health. Adversity such as poverty, violence, and other types of adversity are experienced by many children in South Africa, which may result in mental health problems including anxiety and depression. Social work-

ers assist children and families impacted by these problems by offering counselling, support, and advocacy in schools and community-based organisations. Also, they could collaborate with parents and other adults to create plans for fostering children's mental health and wellbeing.

### 5. Mental Health Initiatives by NGOs and Social Workers

Mental health care for immigrants and refugees in South Africa is mostly inaccessible without the assistance of social workers. Many refugees and immigrants to South Africa have experienced persecution, violence, and other adverse conditions that can lead to mental health issues like depression and post-traumatic stress disorder. Counseling, support, and advocacy are just a few of the ways in which social workers help those seeking asylum or immigration through the country's complex legal system (Crisp, 2014; Murthy, 2014). Eventually, social workers in South Africa are starting to pay greater attention to the issue of mental health, which disproportionately affects marginalised communities. They function in a wide range of settings to aid those experiencing mental health issues by providing services like therapy, guidance, and advocacy. Promoting mental health and well-being and advocating for policies and community-based treatments to close mental health care access gaps are two of social workers' most important roles in South Africa.

The role of social workers in addressing mental health issues is growing in importance in India, particularly in rural areas where there is less access to professional care. Stigmatization of those who suffer from mental health issues creates barriers to care in India. Social workers are working to combat the stigma of mental health issues through various community-based programmes (Aviram, 2014; Robinson, 2013). One example of the vital role social workers play in India's mental health care system is the provision of community-based mental health services. When mental health services are few, social workers in rural areas give counselling and support to individuals and families. They are also working together with local communities to reduce stigma and treat mental health issues (Markström & Karlsson, 2013; Reisch, 2013). Telemedicine is just one more way in which social workers in India are making an impact on the country's mental health crisis. Telemedicine uses tools like video conferencing to bring mental health professionals to patients in far-flung areas who need their help. Social workers are working with mental health specialists to develop telemedicine programmes to increase patients' access to care in underserved areas.

In India, social workers play a crucial role in addressing the mental health needs of marginalised populations like women and children. Women and children in India are particularly vulnerable to experiencing trauma due to violence and abuse. This could lead to psychological distress. Social workers are attempting to develop policies and programmes that counsel, assist, and advocate for women and children affected by these issues and their underlying causes (Lopes Cardozo et al., 2013; Marc & Osvat, 2013). Social workers in India are using outreach and education programmes to increase public awareness of mental health issues and reduce associated stigma. To better inform the public about mental health issues and available resources, they are holding lectures in places like schools and community centres. Along with the media, they are spreading

information about mental health issues and fighting stigma through public service announcements and other forms of advertising. In India, where mental health treatment options are scarce in rural areas, social workers are playing an increasingly important role in the fight against mental health issues. They are seeking to reduce the stigma associated with mental health issues through education and outreach programmes, as well as community-based efforts like telemedicine.

### 6. A Comparative Analysis of NGO and Social Worker Interventions

Social workers are striving to create policies and programmes that address the underlying causes of mental health difficulties in India in addition to providing crucial counselling, support, and advocacy for people and families impacted by mental health concerns. When it comes to Indigenous communities' mental health, social professionals in Australia are indispensable. Social workers in Australia are working hard to alleviate the poverty, unemployment, and prejudice that contribute to Indigenous people's mental health issues. In addition, they are working with Indigenous communities to deliver culturally appropriate therapies for mental health issues that are driven by the community. One example of the vital role social workers play in addressing Indigenous Australians' mental health challenges is the use of community-led solutions. The indigenous peoples of Australia have their own unique customs and beliefs, which may have an impact on their psychological well-being. Together, Indigenous communities and social workers find effective ways to address mental health issues that are both culturally sensitive and locally relevant (Briskman, 2013; Chong, Mohamad, & Er, 2013).

One of the many ways in which social workers are essential in addressing mental health issues in Australia is through early intervention programmes. Preventing the deterioration of mental health disorders through early intervention therapy may improve outcomes for individuals and their families. To provide early intervention programmes that are culturally acceptable and address the needs of Indigenous communities, social workers are collaborating with healthcare professionals and community groups (Bridge, 2013; Simmelink & Shannon, 2012). Australian social workers are tackling the underlying causes of mental health problems, such as poverty, unemployment, and prejudice. These difficulties, which may affect mental health, are more likely to affect Australia's indigenous inhabitants. To address these underlying issues and enhance the results for mental health, social workers are collaborating with Indigenous communities to create policies and programmes (Raviola, Eustache, Oswald, & Belkin, 2012; Shah, 2012).

Australian social workers assist Indigenous communities with mental health difficulties in a manner that is respectful of their culture. Indigenous Australians may have various cultural beliefs and engage in diverse cultural activities that have an effect on their mental health. Social workers strive to provide services that respect Indigenous cultures and customs while also catering to the particular requirements of each client. In Australia, social workers are crucial to the effort to treat mental health concerns, especially among Indigenous peoples. They are aiming to establish community-led solutions to mental health problems, offer treatments that are culturally relevant, and address the underlying causes of mental health difficulties.

## 7. Exploring Best Practices in Mental Health Programs by NGOs and Social Workers

Social workers are striving to create policies and programmes that will enhance mental health outcomes in Australia as well as provide counselling, advocacy, and support for people and families dealing with mental health problems. The National Alliance on Mental Illness (NAMI), a nonprofit organisation with headquarters in the United States, is committed to enhancing the lives of people with mental illness and their families. With a number of programmes and projects intended at raising awareness, offering support and education, and promoting laws that help those with mental illness, NAMI strives to address mental health concerns. The hotline is one of NAMI's most noteworthy initiatives. People and families affected by mental illness can call the NAMI Helpline at no cost and in complete anonymity. The helpline is staffed by trained volunteers who can answer questions about mental health in general, including where to seek treatment, what factors contribute to mental illness, and how to manage symptoms.

The National Alliance on Mental Illness (NAMI) Hotline is a great place to start if you or a loved one is struggling with mental health and might use some advice. Programs for people and families impacted by mental illness are also offered by NAMI. NAMI Basics, a six-week course that offers knowledge and support to parents and other carers of children and adolescents with mental health disorders, is NAMI's flagship programme. Moreover, NAMI provides educational programmes on mental health issues as well as support groups for people with mental illness and their families. These programmes are intended to provide people and their families the instruments and materials they need to manage mental illness and enhance their quality of life. NAMI's advocacy efforts are another project. NAMI promotes laws and initiatives that help people with mental illness and their families. This entails promoting more financing for mental health research, lowering the stigma associated with mental illness, and enhancing access to mental health care.

The Mental Health Parity and Addiction Equality Act, which was passed in 2008, was made possible thanks in large part to the campaigning work of NAMI. Last but not least, NAMI offers assistance to people with mental illness and their family. These resources contain a thorough reference to mental health services in every state as well as data sheets and teaching materials on a variety of mental health-related subjects. The skills people and families need to get treatment and manage their disorders are available via NAMI's services, which also contribute to raising awareness and understanding of mental illness. The National Alliance on Mental Illness, in general, is a significant organisation striving to solve mental health concerns in the United States. NAMI is having a big influence on expanding access to treatment for individuals who need it and promoting mental health via its hotline, education and support programmes, advocacy work, and resources.

## 8. Mental Health Interventions by NGOs and Social Workers: Successes, Challenges, and Lessons Learned

The United States-based nonprofit organisation Mental Health America (MHA) strives to advance mental wellness, prevent mental disease, and provide information and support

to people and families dealing with mental health concerns. MHA offers numerous programmes and projects targeted at attaining its aims. MHA has been tackling mental health problems for more than a century. MHA's screening programme is one of its most prominent initiatives. The screening programme is an internet platform that offers people free, anonymous mental health assessments. Many mental health conditions such as bipolar disorder, PTSD, anxiety, and depression are covered in the course (PTSD). The goal of this initiative is to aid individuals in identifying potential mental health difficulties and connecting with appropriate services and care.

In addition, MHA facilitates a peer support initiative where those with lived experience of mental health issues can connect with and assist one another. Participants in this session will be able to open up about their personal challenges and receive encouragement and guidance from those who have been there before. Many people have benefited from the MHA's programme since it is based on the tried-and-true concept of peer support for better mental health. The MHA also works on advocacy projects. The Mental Health Association (MHA) backs legislation and campaigns that aim to improve mental health, increase access to mental health care, and reduce the social stigma that surrounds mental illness. The MHA works to increase financing for mental health research, enhance access to mental health services for underprivileged groups, and advocate for laws that support mental health in schools and workplaces. MHA's lobbying work has been crucial in advancing mental health legislation and enhancing patient access in the US.

Last but not least, MHA offers a variety of educational materials designed to raise people's knowledge and comprehension of mental health concerns. Webinars, toolkits, and lesson plans are just some of the resources available here that deal with mental health. Those in the fields of education and healthcare who want to learn more about mental health and how to aid those in need can take advantage of MHA's training programs. MHA's educational resources aim to dispel myths and increase understanding of mental health issues in the general populace. Mental Health America is a vital organisation in the fight against mental health issues in the United States. MHA is having a big influence on promoting mental health and expanding access to treatment for people who need it via its screening programme, peer support programme, advocacy work, and educational materials. The Samaritans is a charity in the United Kingdom that helps people with mental health issues and works to reduce the suicide rate. The organisation has been helping people in emotional distress, including those who are suicidal, since 1953.

## 9. From Advocacy to Action: Role of NGOs and Social Workers in Mental Health

Samaritans maintains a 24-hour, toll-free hotline that offers emotional support to anybody who is having mental health difficulties. Also, the group offers help through email and SMS messaging. Active listening is a skill that Samaritans volunteers get intensive training in, enabling them to provide people non-judgmental support and encourage them to explore their emotions. Samaritans works to lessen stigma and increase awareness about mental health concerns in addition to offering direct emotional assistance. The group works with businesses, work-

places, and other community groups to spread awareness of mental health issues and provide support to anyone who may be experiencing difficulties. Samaritans also carry out research on mental health and suicide, which aids in informing their services and advocacy initiatives. Samaritans strives to provide specialised care since it is aware that different groups may confront particular difficulties related to mental health. As an example, the Samaritans organisation created the “Samaritans in the Republic of Ireland” programme, which offers culturally appropriate help to Irish immigrants and their families in the UK. The group also offers assistance to those who are hard of hearing or deaf thanks to a special textphone service. Samaritans is striving to influence policy and promote amendments that may aid in the prevention of suicide and the support of mental health. The group works with governmental institutions and other groups to promote advancements in mental health treatment and suicide prevention.

In addition, Samaritans has started initiatives like “Small Talk Saves Lives,” which tries to encourage people to reach out to others who may be in need and provide help. In the UK and elsewhere, Samaritans is playing a critical role in treating mental health challenges. The group works to lessen stigma, raise awareness, and provide assistance to individuals in need via its direct support services, advocacy work, and community outreach. Those with mental health issues may get a variety of services and assistance from Mind, a top mental health organisation in the UK. Mind provides a hotline, online resources, and local programmes to give information and support to anybody facing mental health difficulties. This is just one example of how they work to address mental health concerns. On the organization’s website, there is a wealth of knowledge regarding mental health issues, remedies, and self-help techniques. Moreover, it provides access to nearby support networks and organisations, making it simple and fast for people to get the assistance they want.

Mind works to advance the rights of those with mental health issues as well as mental health services. Campaigns by the group have focused on eradicating stigma and prejudice, increasing access to mental health care, and bringing attention to the COVID-19 pandemic’s effects on mental health. Mind has affected government policy and practise via its lobbying and advocacy activities, and they have also contributed to forming public opinion on mental health. Employers, medical professionals, and other organisations may benefit from Mind’s training and consulting services to better understand and address mental health challenges. They provide people and organisations with the information and abilities required to promote mental health in the workplace via their training courses on mental health awareness, workplace mental health, and mental health first aid. Those who attend in-person support groups with peers may share their experiences and get help from others who have had comparable difficulties thanks to the peer support services that Mind offers. Via its Side by Side programme, which pairs individuals with a trained volunteer who has dealt with comparable mental health difficulties, Mind also provides peer support. Individuals are thus able to get help both emotionally and practically from someone who can relate. With research and innovation, Mind also seeks to solve problems with mental health. The organisation supports cutting-edge methods for enhancing mental health services as well as research into the causes and treatments of mental health issues.

## 10. Innovations in Mental Health Interventions by NGOs and Social Workers

To advance mental health, they also work together with other groups and people. The comprehensive strategy used by Mind in tackling mental health concerns stresses the value of education and support, advocacy and campaigning, training and consulting, and peer support. Mind is having a big influence on mental health in the UK by offering a variety of services and support to individuals dealing with mental health issues, as well as campaigning to enhance mental health services and increase public awareness. A national mental health organisation called SANE Australia seeks to enhance the lives of those who struggle with complicated mental health disorders. Individuals and their carers can access a variety of services, information, and support from the organisation, and the group also campaigns for better mental health policies and services (A. I. o. Health, 2012; Nicolas, Jean-Jacques, & Wheatley, 2012; Organization, 2012; Priebe et al., 2012). SANE Australia offers many different programmes to help people with mental health problems and their loved ones and carers. SANE Australia is fighting for better mental health in Australia in many different ways.

Through toll-free hotlines, online chat, and online message boards, these services connect people in need with trained mental health professionals and peers who have experienced similar situations. In order to assist people better understand and take care of their mental health concerns, SANE also offers tools and information. SANE Australia studies the origins, symptoms, and prognoses of complex mental health problems as well as the experiences of those who are afflicted. The organization’s research seeks to shed light on the difficulties people with mental health concerns encounter and to guide the creation of useful therapies and services (Doku, Wusu-Takyi, & Awakame, 2012; Glisson, Dulmus, & Sowers, 2012; Harding & Libal, 2012). The major advocate for better mental health laws and services in Australia is SANE Australia. The group seeks to increase public understanding of mental health problems and the effects they may have on people and their families. Moreover, SANE promotes legal and policy improvements that support the rights and wellness of those dealing with severe mental health difficulties. SANE Australia seeks to lessen the stigma connected to mental health problems by fostering knowledge of these disorders.

The group’s Stigma Watch programme keeps track of how mental health concerns are portrayed in the media, reacts to damaging or incorrect depictions, and advocates for more compassionate and truthful reporting. SANE Australia is significantly tackling mental health concerns in Australia via a variety of programmes and initiatives. The organization’s emphasis on advocacy, research, support, and stigma reduction advances Australia’s mental health policy and services while also improving the lives of people and families dealing with complex mental health difficulties (Ambikile & Outwater, 2012; Lundy, 2011; Wang & Cheung, 2011). Australian charity group Beyond Blue works to encourage mental wellness and prevent suicide. The organisation offers a variety of services, such as therapy, support groups, and internet resources, to help those who are struggling with mental health concerns. The following four examples show how Beyond Blue is tackling mental health concerns.

## 11. Empowering Communities Through Mental Health: Insights from NGOs and Social Workers

Beyond Blue offers a variety of materials to assist people comprehend mental health issues and lessen stigma. A variety of materials are available on the organization's website, including info sheets, user stories, and videos. These tools are intended to promote help-seeking habits and aid in identifying the warning signs and symptoms of mental health problems (Healy & Link, 2011; Hijazi, Weissbecker, & Chammay, 2011; Kumar, 2011). Beyond Blue offers a variety of services, such as a hotline, an online chat service, and support groups, to assist those who are struggling with mental health difficulties. The skilled counsellors of the organisation provide assistance and guidance to those dealing with mental health problems as well as to their friends and family. Also, Beyond Blue operates discussion boards on the internet where users may interact and exchange experiences. Beyond Blue is dedicated to preventing suicide in Australia. "You Can Talk About Suicide" is a nationwide awareness campaign that the organisation undertakes to promote open discussion about suicide and lessen the stigma associated with it.

In order to assist individuals recognise the warning signs of suicide and take the proper action, Beyond Blue also offers training and tools. Supporting In Australia, Beyond Blue is a vociferous proponent of improved mental health policies and services. To make sure that persons with mental health disorders have access to the help they need, the organisation collaborates with the government and other stakeholders (Ofori-Atta, Read, & Lund, 2010; Pollack, 2010; Thara & Patel, 2010). In Australia, policy and practise are influenced by the research and publications on mental health concerns done by Beyond Blue. In conclusion, Beyond Blue strives to improve mental health policy and services while also encouraging mental health literacy, providing support for those who are struggling with mental illness, increasing public awareness of suicide prevention, and generating funds for these initiatives (Lund, Kleintjes, Kakuma, Flisher, & Consortium, 2010; Moore, Sutton, & Maybery, 2010; Niemi, Thanh, Tuan, & Falkenberg, 2010).

A variety of programmes and materials offered by the organisation are designed to help and enlighten those who are struggling with mental health concerns, as well as to lessen stigma and increase access to mental health treatments in Australia. Australia-based Black Dog Institute works to lessen the effects of mental illness and enhance the lives of individuals who are impacted by it. They are dedicated to treating and caring for patients through evidence-based practises and removing the stigma associated with mental health concerns. These are four examples of the ways Black Dog Institute is treating mental health challenges. Innovative research is carried out by Black Dog Institute with the goal of improving mental disease knowledge, diagnosis, and care. They have a number of research initiatives devoted to various aspects of mental health, such as depression, bipolar illness, anxiety, and the prevention of suicide. Their work is presented in scholarly publications and assists in the creation of fresh interventions and therapies. The goal of the Black Dog Institute is to raise awareness of mental health concerns among the general population, medical professionals, and local community organisations. Mental health issues like anxiety and depression, as well as suicide prevention, are among the many subjects covered (Jenkins,

Heshmat, Loza, Siekkonen, & Sorour, 2010; Kigozi, Ssebunnya, Kizza, Cooper, & Ndyabangi, 2010; Kuma & Jenkins, 2010). In an effort to educate the public about the importance of mental health, they provide numerous internet tools at no cost. Black Dog Institute offers a number of professional services for those with mental health issues. These services consist of psychiatric consultations, evidence-based psychological therapies, and clinical evaluations. Also, they provide specialist assistance for persons suffering from post-traumatic stress disorder or those at risk of suicide (PTSD).

## 12. NGOs and Social Workers Addressing Mental Health Stigma: Challenges and Solutions

The Black Dog Institute has created online mental health programmes that are available 24/7. Black Dog Institute seeks to lessen the stigma associated with mental health problems and increase understanding of the effects of mental illness. They collaborate with the government, neighbourhood associations, and the media to raise public awareness of mental health issues and to push for legislative reforms that will increase access to mental health services. The "Exercise Your Mood" campaign, which promotes physical exercise as a way to improve mental health, is one of the projects they undertake to promote mental health and wellness. Black Dog Institute is attempting to address mental health problems via advocacy, therapeutic services, research, and education. It is laudable that they are dedicated to lowering stigma and raising mental health literacy, and that their evidence-based approach to treatment and care is having a big effect on the lives of those who are dealing with mental illness.

In Australia, a non-profit organisation called Lifeline offers services for both crisis help and suicide prevention. Its purpose is to offer a listening ear to those in emotional distress around the clock and to reduce the stigma that surrounds mental health issues (Dekel & Baum, 2010; Furman, Negi, & Salvador, 2010; Suresh, Furr, & Srikrishnan, 2009). Some of the things Lifeline does to help people with mental health problems are listed below. Lifeline is a free, confidential, and 24/7 phone, text, and internet chat service for those in emotional distress. Those in crisis, especially those who may be having suicide thoughts or engaging in self-harming acts, can get emotional support from their trained volunteers. Everyone in Australia has access to and may use Lifeline's free crisis assistance services. To raise awareness of mental health concerns and lessen the stigma associated with mental illness, Lifeline offers education and training to the general public and organisations. On subjects including crisis help, mental health first aid, and suicide prevention, they provide classes and seminars. On their website, they also provide materials to assist people and communities understand mental health concerns, such as data sheets, pamphlets, and films. Lifeline is devoted to conducting studies that will advance our knowledge of mental health problems and provide evidence-based treatments.

To find risk and protective factors for suicide and mental health disorders, they support and cooperate on research initiatives with universities and other organisations (Poole, Rife, Pearson, & Moore, 2009; Samant et al., 2009; Shastri, 2009). In order to assess the efficacy of its services and initiatives, Lifeline also carries out its own research. Lifeline works with governments, groups, and communities to promote improved

mental health laws and programmes. To spread awareness and advance efforts for mental health and suicide prevention, they collaborate with other mental health organisations and neighbourhood groups. Lifeline also supports increasing financing for initiatives that promote suicide prevention and mental health services. Lifeline offers crisis support services, community education, research, advocacy, and collaborations in an effort to address mental health challenges. Its activities are intended to promote improved mental health policies and services for all Australians while raising awareness, lowering stigma, and enhancing acceptance. The Canadian Mental Health Association (CMHA) is a nonprofit organisation dedicated to assisting Canadians living with mental illness and promoting mental health.

### 13. Promoting Mental Health Access: A Comparative Study of NGO and Social Worker Initiatives

To address mental health issues and reduce the stigma that surrounds them, the organisation offers a wide range of services and events. Through advocacy, research, and education, the Canadian Mental Health Association (CMHA) works to promote mental wellness in all Canadians. The group runs a website with informative material on mental health, organises campaigns to increase public understanding, and promotes laws and policies that help people with mental illnesses (Furman, Negi, Schatz, & Jones, 2008; Olavarria, Beaulac, Bélanger, Marta Young PHD, & Tim Aubry PHD, 2009; Weiss-Gal & Welbourne, 2008). Services provided by the Canadian Mental Health Association include advocacy, peer support, and counselling (CMHA). In addition, they have a nationwide crisis line that they use to help LGBTQ+ and Indigenous groups across the country with their mental health needs. The Canadian Mental Health Association (CMHA) is dedicated to promoting better mental health in the workplace through the dissemination of information and the provision of tools to business owners and managers. To assist companies in developing a psychologically healthy workplace culture, the organisation provides a Workplace Mental Health programme that includes evaluations, education, and resources.

In several cities throughout Canada, CMHA provides community-based mental health services. Peer assistance, counselling, and support groups for those with mental illnesses are some of the services offered here. For those who have severe and ongoing mental illnesses, CMHA also provides specialised housing and support services. The Canadian Mental Health Association is working hard to address mental health concerns in Canada, to sum up. With a variety of activities and services, the organisation is dedicated to improving mental health, lowering stigma, and helping those who are living with mental illness. To improve mental health outcomes for Canadians, their work in mental health promotion and advocacy, mental health services, workplace mental health, and community-based mental health services is crucial. Research, advocacy, and clinical treatment are the main objectives of the Canadian organisation known as the Centre for Addiction and Mental Health (CAMH). It is one of the top mental health research institutions in the world and Canada's biggest mental health teaching hospital.

Here are four instances of how CAMH is tackling mental health problems. CAMH is actively involved in research aimed

at better understanding mental health and addiction challenges and finding cutting-edge remedies. They do research on the underlying biological and environmental causes of mental health illnesses, as well as on the efficacy of current therapy and the development of novel ones. Repetitive transcranial magnetic stimulation, for instance, is a novel, non-invasive therapy for depression that was made possible by their research (rTMS). To assist those struggling with mental health and addiction concerns, CAMH offers a variety of therapeutic treatments. They provide telemedicine services, community-based initiatives, and inpatient and outpatient treatment (Reichert, 2007; Reilly, Challis, Donnelly, Hughes, & Stewart, 2007; Saxena, Thornicroft, Knapp, & Whiteford, 2007). All ages and socioeconomic groups may get treatment from CAMH, which also offers specific programmes for Native Americans, elders, and young people. For instance, the Native Engagement and Outreach team at CAMH collaborates with Indigenous communities to offer mental health treatments that are suitable for their cultural norms. Education and training.

### 14. Towards Sustainable Mental Health: Insights from NGOs and Social Workers

CAMH offers educational and training programmes to the general public, researchers, and healthcare professionals. Their initiatives encourage best practises in healthcare and strive to spread knowledge and awareness of problems relating to mental health and addiction. Workshops, online classes, and degree programmes are just a few of the training options offered by CAMH. For instance, CAMH's Online Therapy Section trains and supervises medical professionals who offer online treatment. At the local, state, federal, and international levels, CAMH is active in advocacy and policy creation. They aim to dispel stigma around difficulties with mental health and addiction and to lobby for laws and procedures that support these challenges (Leung, 2007; Mastal, Reardon, & English, 2007; Pyles, 2007). For instance, CAMH has fought for greater access to mental health treatments for immigrants and refugees in Canada.

In conclusion, the Centre for Addiction and Mental Health is tackling mental health concerns in Canada via research, clinical treatment, instruction and training, advocacy, and the establishment of policies. Their efforts are intended to advance our knowledge of mental health and addiction, provide efficient supports and treatments, and advance the mental health and wellbeing of all Canadians. A Hong Kong-based non-profit organisation called Mind HK seeks to promote mental health awareness, provide resources and support, and lessen the stigma attached to mental illness. These are four instances of how Mind HK is tackling mental health concerns in Hong Kong. Mind HK offers mental health education and training to a range of community groups, including businesses, educational institutions, and healthcare professionals. Mind HK, for instance, offers a course called "Mental Health First Aid" that teaches people to recognise the signs of mental health problems and how to support those experiencing them. The website for Mind HK provides a wealth of resources for improving mental health, from self-care to finding professional assistance. In addition, there is a crisis support hotline available around the clock, as well as an online chat service where people can talk to trained mental health professionals.

The Mind HK Mood Tracker software was developed so that users may keep tabs on their mood and monitor their mental health over time. The discrimination that people with mental health problems face (Flisher et al., 2007; Heckman & Carlson, 2007; Jenkins et al., 2007) is something that Mind HK works to change through its many advocacy and awareness-raising initiatives. For instance, each year they organise a mental health conference where specialists from all over the world can meet and share their knowledge and experiences. They also run initiatives in person and online to inform people about mental health concerns and encourage them to seek help when they need it. To better understand the community's needs in terms of mental health and to lead the development of effective therapies, Mind HK conducts research and assessment. For instance, they have written on how COVID-19 affected mental health in Hong Kong and what frontline employees specifically need in terms of mental wellness. In addition, they have conducted polls on these issues. Along with surrounding academic institutions, they undertake studies and evaluate the results of their programmes and services to improve them.

### **15. Scaling Up Mental Health Programs: Lessons from Successful NGOs and Social Worker Interventions**

The mission of Mind HK is to foster a society that is more empathetic towards those who struggle with mental illness. They are working to improve mental health in Hong Kong by disseminating knowledge, collecting data, providing services (both virtual and in-person), and raising public awareness. The Richmond Fellowship of Hong Kong is a non-profit organisation dedicated to helping Hong Kong residents who are experiencing mental health issues. Case management, counselling, and rehabilitation programmes are just some of the community-based services that the Richmond Fellowship of Hong Kong offers to those struggling with mental health issues. These are only two examples of their work to improve people's mental health. These programmes are meant to help people get back on their feet and achieve their goals in life. The company helps people with mental health challenges find and keep a job by offering them supported employment services (K. M. Ferguson, 2007; Nash, Wong, & Trlin, 2006; Stewart, 2006).

In order to assure career success, our programme also offers job counselling, resume writing, interview skills instruction, and continuous assistance. Peer support sessions are provided by the Richmond Fellowship of Hong Kong and bring together people with similar experiences to share their stories and offer support to one another on the road to recovery. Peer support groups provide a secure and encouraging setting for people to talk about their mental health difficulties, exchange coping mechanisms, and offer one another support (Graddy, 2006; Hardina, Jane Middleton, Montana, & Simpson, 2006; Jansen, 2006). In order to raise public understanding of mental health concerns, lessen stigma and prejudice, and promote mental health and wellbeing, the organisation runs mental health education and awareness initiatives. Workshops, seminars, and training sessions are among these programmes' offerings for people, businesses, and educational institutions. The Richmond Fellowship of Hong Kong strives to address mental health concerns via peer support programmes, supported employment services, community-based support services, and mental health education and awareness initiatives. Their work strives to help those struggling with mental health difficulties

on their road to recovery and to advance mental health and general wellbeing in the neighbourhood.

### **16. Limitations**

Notwithstanding the important roles played by NGOs and social workers in treating mental health concerns, there are a number of limitations to this research that need to be taken into account. First of all, the study's purposive sample methodology was used to choose the NGOs and social workers. This would restrict the results' applicability to other Organizations and social workers in the mental health sector. Second, the NGOs and social workers who provided the self-reports used to compile the data for this research. While attempts were taken to verify the reliability and quality of the data, self-reports might be biased and might not provide a clear picture of how these organisations and people work and what their influence is. Finally, to gather data regarding NGOs and social workers, the research turned to secondary data sources such reports, books, and websites. The credibility of the data gathered might be hampered by the inaccuracy and incompleteness of these sources. Fourthly, the research excluded other stakeholders including governmental organisations, businesses, and academic institutions in favour of focusing on NGOs and social workers who are tackling mental health concerns.

The importance of these stakeholders' efforts in resolving mental health problems may have been better understood. Finally, the research failed to take into consideration the contextual and cultural variations across the various nations where the NGOs and social workers were situated. Cultural context may affect how well programmes and services work since cultural and social elements often have an impact on mental health disorders. The research did not examine the programmes and services provided by the NGOs and social workers' long-term effects. When assessing the viability and efficacy of various programmes and services, long-term impact evaluation is crucial. Notwithstanding these drawbacks, this research offers insightful information on how NGOs and social workers attempting to address mental health problems operate and have an effect. The results of this research may be used to help create policies and initiatives that increase public awareness of mental health issues and facilitate everyone's access to mental health treatment. Our knowledge of how NGOs and social workers operate and have an influence in treating mental health concerns may be improved by further research that addresses the limitations of this study.

### **17. Future Work and Way Forward**

The study discussed in this article emphasises the critical role social workers and NGOs play in treating mental health concerns. To guarantee that everyone has access to efficient mental health services and support, more work obviously needs to be done. It is critical to keep researching and developing best practises in the area of mental health treatment going ahead. In order to improve access to mental health care in various cultural and socioeconomic situations and to promote mental health awareness, stigma reduction, and other techniques should be investigated. Also, there is a need to create cutting-edge, empirically supported therapies for mental health care that can be customised to meet the requirements of differ-

ent groups. For instance, therapies that include social and cultural characteristics like gender, race, and ethnicity that have an impact on mental health outcomes. Also, it's critical to increase the ability of social workers and NGOs to provide high-quality mental health services. This includes supplying them with education and tools to improve their expertise in delivering interventions that are supported by evidence, as well as encouraging collaborations and partnerships between NGOs, social workers, and other stakeholders to make the most of available funding and enhance service delivery. Further integration of mental health care services into the overall healthcare system must also be encouraged. This entails strengthening referral protocols, improving coordination and communication between mental health care professionals and other healthcare professionals, and expanding access to supplies including medicine and medical gear. The creation of efficient tools for assessing the results of treatments in mental health care should be another area of emphasis. This entails creating standardised metrics and instruments for evaluating mental health results as well as encouraging more openness and responsibility in the allocation of funds for mental health treatment.

The structural obstacles that deny disadvantaged and vulnerable groups access to mental health treatment should also be addressed. This involves tackling systemic issues that might lead to poor mental health outcomes, such as poverty, discrimination, and a lack of access to chances for education and work. This study concludes by emphasising the crucial role that social workers and NGOs play in treating mental health concerns. Notwithstanding the advances achieved, considerable effort needs to be done to guarantee that everyone has access to high-quality mental health treatments and support. In the future, it will be important to keep researching the best practises in mental health care, create novel interventions catered to particular populations, improve the capacity of mental health care providers, integrate mental health care into the larger healthcare system, track and evaluate the effects of interventions, and remove structural barriers that prevent marginalised and vulnerable populations from accessing mental health care. By addressing these concerns, we can endeavour to develop a mental health care system that is more inclusive and fair and promotes the wellbeing of all people.

## 18. Conclusion

In this research, 25 NGOs and a number of social workers who are actively tackling mental health problems throughout the globe were assessed for their operations and effects. The

research examined how well their initiatives and offerings fared in raising public awareness of mental illness and facilitating access to mental health care. The study's conclusions show that these people and organisations' initiatives and services are successful in raising public awareness of mental illness and facilitating access to mental health treatment. The Banyan in India, BasicNeeds in Ghana, and Mind in the UK are a few well-known NGOs that have been featured in this research. These groups have been effective in lowering the stigma attached to mental health conditions, fostering mental health education and awareness, and giving underprivileged people access to mental health treatments. Research has identified several elements, including sufficient financing, community involvement, and a holistic view on mental health, as contributing to the success of these programmes and services. The importance of official acknowledgement and backing for the efforts of such groups and individuals was also emphasised in the study. It is essential that governments and officials back efforts to provide access to mental health care and raise awareness. The studies have also shown how these people and groups have helped spread awareness of mental health issues and improve people's access to treatment. Their contributions include of pushing for stronger mental health laws, encouraging mental health education and awareness, and giving marginalised areas access to mental health treatments.

The research has shown how crucial it is for various groups and people to work together to solve mental health challenges. The research has shown that cooperation may boost programme and service efficacy, as well as their effects on raising public awareness of mental health issues and facilitating access to mental health care. As a result, the research has highlighted the critical role that social workers and NGOs play in tackling mental health concerns across the globe. These groups' and individuals' initiatives and services are successful in raising public awareness of mental illness and facilitating better access to mental health care. To guarantee that mental health concerns are adequately handled, governments and politicians must acknowledge and support the work of these organisations and people. Overall, this study is an important tool for decision-makers, specialists in mental health, and others who are interested in raising awareness of mental illness and enhancing access to mental health services. The results of this study can guide the creation of policies and initiatives that raise public awareness of mental health issues and increase everyone's access to mental health care, and the case studies of well-known NGOs from around the globe offer insightful information on the effective approaches that can be taken to deal with mental health issues.

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