

Mental Health Stepped Care Model

Eastern Melbourne PHN

Eastern Melbourne PHN's (EMPHN's) Mental Health Stepped Care Model is a new way of delivering mental health services.

Who can access the Mental Health Stepped Care Model?

- People of all ages who live or work in eastern and north-eastern Melbourne (EMPHN's catchment), who are not able to afford or access similar services, are eligible to be considered for the Mental Health Stepped Care Model.
- Consumers can self-refer or be referred by a healthcare professional.

What to expect from Mental Health Stepped Care?



Mental Health Stepped Care is an evidence-based, staged system of care that includes a range of mental health interventions, from the least to the most intensive.



Clinical staging (0-4) is determined by using a combination of assessment information about help-seeking, and level of symptoms and functioning.



According to the clinical stage, the level of intensity of care is matched to the complexity of the conditions experienced by the consumer.



There are a range of service interventions including eHealth solutions such as online support groups and apps, as well as group therapy, individual therapy and care coordination.



The range of services are delivered by peer workers, social workers, psychologists occupational therapists and credentialed mental health nurses among others.



The model emphasises collaborative care working with the consumer's GP, care team and significant others when appropriate.



The model also addresses other needs including physical health, education and employment, alcohol and other drug harm reduction, family and social functioning, and suicide and self-harm reduction.

Implementation timelines

A staged transition has begun and the Mental Health Stepped Care Model will be operational at various locations throughout EMPHN's catchment by January 2019.

For more information and referrals:

EMPHN's Mental Health Referral
and Access Team

Phone 9800 1071

www.emphn.org.au/mh-steppedcare

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Who can refer?

With consumer consent, anyone can refer, including but not limited to, health professionals, Community Health organizations and workers, General Practitioners, Housing Services, Tertiary Services, Hospitals, and Education facilities.

People in the community are also able to self-refer.

How Do I Refer?

How to refer:

- **Health providers-** the referral form is available on www.emphn.org.au → What we do → Mental health, AOD and Suicide prevention page → right hand side under Referrals tab → Phase 1 and Phase 2 MHS SCM referral.
This is also available in Medical Director and Best Practice Versions.
A Mental Health Treatment Plan is not required, however, if there is one in place, you are welcome to forward it, or any other supporting documentation, with your referral.
Your referral can be sent via secure fax to the Referral and Access Team: (03) 8677 9510.
- **Other referrers and self-referrals,** you may contact EMPHN's Referral and Access Team on (03) 9800 1071.

Can I choose the provider?

There will be three Stepped Care providers, to cover the North East, Inner East and Outer East of the EMPHN catchment. Locations will be available from a number of sites, or via telephone/ e-health if preferred.

Referrals can also be made directly to Stepped Care Providers:

- **Outer East-** Mentis Assist: 1300 636 847 (Ringwood, Boronia, Healsville, Belgrave & Yarra Glen)
- **North East-** LIFT
Banyule HC: 03 945 2005 (Epping, Heidelberg West, Greensborough, South Morang, Whittlesea)
HealthAbility (Eltham): 03 9430 9160
Nexus (Wallan and Kinglake): 1300 773 352
- **Inner East-** to be confirmed.

What happens after referral?

If on initial screen a person is appropriate for MH Stepped Care Services, they will be allocated to a provider who will complete a more thorough assessment, and design a shared care plan with the person, and their wider care team. This may include support under different steps of the model, and linkage with other services. If a person is felt to be more appropriate for services other than Stepped Care, the organisation will liaise with the referrer and the consumer on the preferred way to navigate this.

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