

Information for Clients and Carers

New Mental Health Stepped Care Model

Eastern Melbourne PHN (EMPHN) is implementing a new person-centred Mental Health Stepped Care Model. EMPHN will continue to fund mental health services but in a different way from January 2018. The Stepped Care Model will offer a variety of support options for people with different levels and types of mental health need, along with clear pathways between these options as an individual's needs change. The model also connects with other community and clinical mental health services available in the local area. The workforce of the new Stepped Care Model will include eHealth, peer workers, allied health professionals and mental health nurses.

EMPHN will implement its Stepped Care Model for mental health services using a staged approach starting on the 15 January 2018 in the North East. The staged approach over a 12-month period include the following:

1. North East Melbourne: LGAs of Whittlesea, Banyule, Nillumbik, and parts of the Shires of Mitchell and Murrindindi (within EMPHN's catchment) with service delivery to be operational by 15/1/2018.
2. Outer East Melbourne: LGAs of Maroondah, Knox, Shire of Yarra Ranges. Service delivery to be operational by 1/7/2018 (indicative).
3. Inner East Melbourne: LGAs of Boroondara, Manningham, Whitehorse, Monash with service delivery to be operational by 14/1/2019 (indicative).

Changes to EMPHN Mental Health Nursing Services

The current EMPHN Mental Health Nursing Services (formerly called the Mental Health Nurse Incentive Program or MHNIP) will conclude in the North East by January 2018; however, services such as clinical care coordination and short-term psychological services interventions within a primary care setting will be part of the suite of services offered in the new Mental Health Stepped Care Model.

1. What will happen to the services I currently receive from a mental health nurse contracted by EMPHN after January 2018?

Organisations contracted by EMPHN to deliver Mental Health Nursing Services (provided by a credentialed mental health nursing workforce) have been asked to prepare transition arrangements with their clients.

These arrangements include:

- working with clients and their significant others (where appropriate) to understand the types of services they may receive
- updating client treatment plans and preparing a treatment report for each client requiring ongoing care beyond 15 January 2018
- communicating to family (when appropriate) and referrers such as GPs, psychiatrists and public mental health services about the changes.

FOR MORE INFORMATION

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2. What if I need ongoing care from a mental health nurse beyond January 2018?

A list of additional or alternative services has been provided to EMPHN's mental health nurses to help them plan the transition with clients.

If you require ongoing care beyond 15 of January 2018, your mental health nurse will assist you to be referred to an appropriate treatment option, which may include to a new provider in the Stepped Care Model. This transition will be made in consultation with EMPHN's Referral and Access Team. As part of the Stepped Care Model, you will undergo a brief assessment of needs to determine the most appropriate service, matched to your needs, to be delivered by the new provider.

3. Will my GP/psychiatrist be informed of my transfer to the new provider in the Stepped Care Model?

With your consent, your current mental health nurse will contact your referring GP/psychiatrist, and other relevant service providers, to inform them about your new care arrangements.

4. I live in the outer east/inner east of EMPHN's catchment, will I be affected by this change in January 2018?

At this time, only clients seeing EMPHN's Mental Health Nursing Service providers in the North East will be affected. As the Stepped Care Model is rolled out in the Outer East and Inner East areas of EMPHN's catchment, transition arrangements will follow.

For further information:

EMPHN's Referral and Access Team

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