

Changes to the Outer East Mental Health Stepped Care Service Provider

Information for Consumers and Carers - March 2020

Eastern Melbourne PHN (EMPHN) is continuing to fund Mental Health Stepped Care (MHSC) services across the EMPHN catchment. From 4 May 2020, this will be in partnership with a different lead provider for the Outer East. The Outer East consists of the Local Government Areas of Knox, Maroondah and Yarra Ranges.

EMPHN appreciate that community members, including current consumers, carers and family members, may have a range of questions in relation to this transition. The below may provide information relevant to those questions.

What will happen to the support I currently receive from Mentis Assist?

Mentis Assist will continue to provide the Mental Health Stepped Care Service within the Outer East Region up until 30 June 2020, with the new Provider to commence service on 4 May 2020. Ongoing service provision for those who require it will be maintained, with your Mentis Assist support worker assisting with any transition to the new provider.

How will the transition from Mentis Assist to the new Provider affect me?

Mentis Assist support workers will assist in your transition to the new provider, ensuring continuation of support where required. With your consent, this will be in collaboration with your carer, family member(s), GP and other health or support service professionals who support you.

If you no longer require support from the Mental Health stepped Care service, Mentis Assist will ensure you are linked into the relevant services to continue to support your needs. You can always self-refer back to Mental Health Stepped Care as your needs change by contacting the EMPHN Referral and Access team.

I am not a current consumer. Can I still refer to EMPHN Outer East MHSC?

Referrals for Mental Health Stepped Care in the Outer East will remain open throughout the transition period. Referrals can continue to be made via the following pathways:

EMPHN Referral and Access Team (Ongoing)

P: (03) 9800 1071 or referral.access@emphn.org.au

Mentis Assist (Up until Friday 3 April 2020)

P: 1300 636 847 or intake@mentisassist.org.au

The new Provider will be publicised in April 2020 and will start accepting referrals on 4 May 2020.

Will there be a wait time for access to service as a new consumer?

The Mental Health Stepped Care service does at times have a waitlist to access a service.

From 3 April 2020, The EMPHN Referral and Access team will provide regular contact with you and assist with linking you to other supports as required.

Please contact the EMPHN Referral and Access Team for any further information on the details provided above.