

Changes to the Outer East Mental Health Stepped Care Service Provider

Information for Health and Other Support Service Providers 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 and Health Providers, may have a range of questions in relation to this transition. The below may provide information relevant to those questions.

What will happen for consumers currently receiving support from the current Provider?

The current provider of MHSC support in the Outer East is Mentis Assist. Mentis Assist will continue to provide the Mental Health Stepped Care service within the Outer East region 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 Mentis Assist support workers assisting with service transition to the new Provider.

How will the transition from Mentis Assist to the new Provider take place?

Mentis Assist will assist current consumers with transition to the new provider, ensuring continuation of support where required. With consumer consent, Mentis Assist clinicians will:

- Work with you, your consumer and their carer/s (as appropriate) to understand the types of services your consumer may need moving forward.
- Ensure arrangements for ongoing care are finalised in consultation with you, your consumer, the new provider/s, and carers (as appropriate). This includes preparing documentation that will help support transition to new care arrangements.
- Communicate with carers (as appropriate) and referrers such as GPs, psychiatrists and public mental health services about consumer progress and ongoing treatment goals, the changes, and new care arrangements.

If a consumer who is currently receiving service from Mentis Assist no longer requires support from the Mental Health stepped Care service, Mentis Assist will ensure the consumer is linked into other relevant services to continue to support their needs, and will inform you of any exit from service. If your consumers' circumstances change, a supported or self-referral back to Mental Health Stepped Care can be made by contacting the EMPHN Referral and Access Team.

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 for new consumers?

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 consumers who may be waiting for a Mental Health Stepped Care Service, including linking consumers to other supports as required.

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