

HEALTHY AGEING SERVICE RESPONSE

About the Healthy Ageing Service Response (HASR)

HASR is a new service to support healthy ageing for older persons in north-eastern and eastern. The service is free of charge, funded by Eastern Melbourne Primary Health Network (EMPHN) and delivered by Eastern Health in partnership with St Vincent's Hospital Melbourne.

Who is the service for?

HASR is for individuals aged 65 years and older (55 years or older for Aboriginal or Torres Strait Islanders) living in the community or in a RACF with, or at risk of, mild to moderate mental health issues who may not otherwise qualify for public mental health services.

HASR has 3 components



1. Phone advice line for clinicians:

Support for GPs and RACFs and for diagnostic clarification, medication advice, therapeutic management strategies and referral pathways.



2. Face to Face (or telehealth) intervention:

Brief period of individual care (≤ 6 sessions) for people with moderate mental illness that is impacting on daily functioning. This involves an assessment, developing an agreed action plan and working collaboratively with the person, their treating team and family members to address any mental health concerns.



3. Education sessions:

Capacity building sessions around mental illness and healthy ageing.

Who is in our support team?

HASR has a multidisciplinary team with psychologists, mental health nurses, social workers, occupational therapists, psychiatrists, psychiatric registrars and a lived experience worker.

Case study examples

A 72 year old female who has recently moved into an RACF. She has a history of depression and anxiety, but no current symptoms or distress related to same, and seems to be coping with the transition so far.

Intervention: RACF staff or the resident's GP might benefit from a phone conversation with a HASR clinician to discuss how to recognise early warning signs for more serious mental health presentation, suggestions for relapse prevention and general wellbeing advice.

An 82 year old male is presenting as low in mood, tearful, withdrawn and poorly engaged with staff. He refuses to participate in any activities and just stays in his room. His sleep is variable. He has maintained oral intake and hasn't lost weight, but reports he doesn't enjoy his food. He denies suicidal ideation, though sometimes he talks about not having a lot to live for. He can be mildly forgetful, but the staff have no major concerns about his cognition.

Intervention: Intervention: This resident would benefit from a brief period of individual care provided by the HASR team. This could be via tele-health or in person and would involve a comprehensive assessment, development of a management plan and provision of a brief period of intervention. This service would be provided in collaboration with your team and the treating GP.

Referral processes

Referrals directly to the HASR program will be managed through the existing aged mental health services.

Aged Mental Health Service	Local Government Area	
Eastern Health – Phone: 1300 721 927 (Option 4)	Whitehorse Manningham Yarra Ranges	Maroondah Monash (part of) * Knox
St Vincent's APATT – Phone: 9231 8443	Banyule Whittlesea Mitchell (part of) *	Nillumbik Murrindindi (part of) * Boroondara

* For these Local Government Areas use the [EMPHN Suburb locator](#) and residential street address to determine eligibility.

For urgent mental health intervention please contact the Mental Health Triage Service at your local public mental health service through existing pathways.



Eastern Health – Phone: 1300 721 927 (Option 4)

Melbourne Health (NWMH Centralised Triage) – Phone: 1300 874 243

St Vincents's Hospital Melbourne - Phone: 1300 558 862

Further questions?

Please email: HASR@easternhealth.org.au or HASR@svha.org.au

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An Australian Government Initiative

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