

SupportConnect & Medicare Mental Health

IAR-DST

GP Psychiatry Support Line

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What is SupportConnect?

- People often know they need support, but don't know where to begin.....
- Anyone can refer
- Mental health clinicians and practitioners who can assess clinical risk and navigate people into the service/s that best suit their needs and preferences
- Team are contactable on: **9800 1071** or supportconnect@emphn.org.au
M-F 8.30 – 5pm
- Supported by navigation platform





What is Medicare Mental Health?


- In 2020, a Victorian-wide mental health service was established in response to the COVID-19 pandemic
- Initially launched as HeadtoHelp, then Head to Health with the latest rebrand of Medicare Mental Health
- You do not need a Medicare card to access this service
- National roll out in 2022. Funding through to 2026.
- Evaluation currently under way
- **Two phone lines = same function**

CLINICAL ASSESSMENT AND TREATMENT

National Phone Service

By [Medicare Mental Health Centres](#)

Access this service

 [1800 595 212](tel:1800595212)

Save 

Cost

Free

Availability

Monday to Friday, 8.30am to 5pm (except public holidays).

Duration

Initial call, with options for support and referral

Engagement

Delivered by a mental health professional, Supported by a trained provider, Supported by trained peer worker

About this service

You can make a free call to Medicare Mental Health on 1800 595 212 for advice.

This may involve referring you to your local Medicare Mental Health Centre or another mental health service most suitable for you.

This service may help:

- Find advice, assessment and referral to local mental health services
- Carers, friends and family can also call for support
- This is not a crisis service, please click "I need help now" instead

What happens next?

<p>Symptom severity & distress</p> <p>Reason for call</p> <p>Current symptoms</p> <p>Duration of current episode</p>	<p>Risk of harm</p> <p>Suicide</p> <p>Deliberate self-harm</p> <p>Risk of harm to others</p>	<p>Functioning</p> <p>Sleep</p> <p>Appetite</p> <p>Impact to daily routine</p> <p>Work/study</p> <p>Relationships</p>	<p>Impact of co-existing conditions</p> <p>Physical/medical health</p> <p>Substance use</p> <p>Cognitive functioning</p>
<p>Treatment & recovery history</p> <p>Diagnosis</p> <p>Medication</p> <p>Previous treatment</p> <p>Current professionals involved</p>	<p>Social & environmental stressors</p> <p>Housing</p> <p>Employment</p> <p>Trauma</p> <p>Legal</p> <p>Finances</p>	<p>Family & other support</p> <p>Family</p> <p>Friends</p> <p>Community</p>	<p>Engagement & motivation</p> <p>Motivation</p> <p>Insight</p> <p>Barriers to access</p> <p>Financial capacity</p> <p>Consumer preferences for engagement</p>

Where do we commonly refer?



Low Intensity Supports	Moderate Intensity Supports	High Intensity Supports
Apps MoodGYM Smiling Mind Calm Safety Planning apps Phone help lines	Youth (12-25y.o) Headspace BounceBack (Youth Enhanced Service) Youth Outreach Recovery Support (YORS) School Wellbeing Supports	Suicide Prevention/ Postvention Services Area Mental Health Service Mental Health Triage CATT Inpatient services Statewide specialist services
Online Resources myCompass This Way Up Triple P Parenting Support	Whole-of-Life Mental Health Stepped Care Head to Health Hub SomeOne Health Psychosocial Supports After Hours Mental Health Nursing Provisional Psychology/Student Clinics	Emergency Services (000)
Support groups/peer support GROW Support Group Outdoors Inc Mental Health & Wellbeing Connect The Men's Table	Other Family services Psychological intervention (private) Family Violence Services Mental Health & Wellbeing Locals (26+) Culturally specific services Phone help lines	
Other Resources Beyond Blue's 'NewAccess' Program Partners in Wellbeing		

Initial Assessment & Referral – Decision Support Tool (IAR-DST)

- Developed by the Department of Health & Aged Care
- Rolled out nationally via PHNs
- Vision of universal application across primary, secondary and tertiary health settings – so we are '**all speaking the same language**'
- GP's & GP registrars paid **\$300** for the 2-hour training until December 2025.
- CPD hours (1.5 hrs EA & 0.5 RP)
- Available online, or we can come to you!
- QR code to view upcoming training opportunities, or email to request training at your clinic iar.info@emphn.org.au



Medicare Mental Health eReferral – Beta Phase

What is eReferral? eReferral is the secure, digital transfer of referral information between clinical systems – from a GP's practice management software to the Medicare Mental Health intake team.

About the Medicare Mental Health eReferral

- ✓ Enables GPs to securely and efficiently submit referrals directly from their clinical software using HealthLink SmartForms.
- ✓ Integrated with major practice management software (Best Practice, MedicalDirector, Zedmed, etc.).
- ✓ Auto-populates key data from patient records, reducing admin time and error risk.
- ✓ Enhances collaboration between GPs and mental health services
- ✓ Reflects a nationally aligned effort to standardise referral pathways
- ✓ Option to do the IAR if GP is trained but this is not mandatory

Beta Phase Objectives May – June 2025

Preparing for July 2025 Launch

GP Psychiatry Support Line

- PH: **1800 16 17 18** 7am-7pm (AEST) Monday – Friday
- Service for GP's only - Connected directly with psychiatrists.
- Service uptake is still quite low
- GPs May Call to Discuss:
 - Medication Advice
 - Diagnostic Clarification
 - Risk & Safety
 - Management Planning
 - General Professional Counsel
- Support can be provided to patients of all ages
- Accredited webinars are also available (CPD points attached)
- Register via <https://www.gpsupport.org.au/>



GP SUPPORT / BY THE NUMBERS

10

AVERAGE MINUTES
PER ENQUIRY

94%

STRAIGHT THROUGH
TO PSYCHIATRIST

1 DAY

TO RECEIVE FOLLOW-UP
DIGITAL REPORT

7

ACCREDITED, GP
CENTRIC WEBINARS

12,500+

REGISTERED GPs

4.8/5

GP USER SCORE

"Great service. Many thanks!"

"Great service for quick advice or psych pharm for patients when there can be a long wait for psychiatrists"

"Amazing service for trying times of need! Very professional and courteous psychiatrist."

"I was very satisfied with the timely response and the service provided"

"Thank you for your support in need."

Questions?

Contact Us

SupportConnect/Medicare Mental Health team

Email: supportconnect@emphn.org.au

Phone: (03) 9800 1071 Fax: (03) 8677 9510

Medicare Mental Health: 1800 595 292

IAR-TSO team

Email: iar.info@emphn.org.au

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Phone: 1800 16 17 18