

What is the Mental Health Stepped Care program?

The Eastern Melbourne Primary Health Network (EMPHN) Mental Health Stepped Care program delivers mental health support to people that is tailored to their needs. People may be “stepped up and down” through different levels of care within the service, guided by their needs.



Who can access the EMPHN Mental Health Stepped Care program?

EMPHN's Mental Health Stepped Care program supports people of all ages. To be eligible for this program, the person must:

- require support to manage mental health concerns
- live, work or study in, or have strong links to the eastern and north-eastern Melbourne area (EMPHN's catchment)
- be unable to afford or access similar services.

People can self-refer or be referred by a healthcare professional such as their doctor.

What does the service offer?

- The Mental Health Stepped Care service provides short-medium term supports, assisting the person to develop a care plan, in order to ensure they are receiving the right services and supports according to their individual need.
- Services provided may include a combination of one-on-one support, group support and care co-ordination, delivered by multi-disciplinary teams including peer support workers, psychologists, mental health nurses, counsellors, social workers, welfare workers and occupational therapists.
- The program emphasises collaborative care working with the GPs, care teams and significant others when appropriate.
- The service also addresses other needs including physical health, education and employment, alcohol and other drug harm reduction, family and social functioning.

How do I refer?

Mental Health Stepped Care can be accessed in several ways, including referring directly to the service providers or through EMPHN's [SupportConnect team](mailto:supportconnect@emphn.org.au). (supportconnect@emphn.org.au)

- Healthcare providers can access the [MH Stepped Care referral form on our website](#).
- A Mental Health Treatment Plan is not required, however if one exists it can be forwarded with the referral, in addition to any other supporting documentation/assessment.
- A GP referral can be faxed to EMPHN's SupportConnect Team on: (03) 8677 9510.
- Other referrers (including those wishing to self-refer) can call EMPHN's SupportConnect Team on (03) 9800 1071, or alternatively can call the service providers directly as listed overleaf.

Who are EMPHN's Mental Health Stepped Care providers?

EMPHN's Mental Health Stepped Care service is delivered by a range of community agencies, led by two "lead agency" providers. These agencies cover the north east, inner east and outer east regions of the EMPHN catchment from a range of locations. Support available includes onsite support or telephone/e-health support if preferred.

Referrals can be made directly to the following Stepped Care lead agency providers:

North east (LGAs of Whittlesea, Nillumbik, Banyule and parts of Mitchell and Murrindindi within the EMPHN catchment)	Inner east (LGAs of Manningham, Boroondara, Whitehorse and Monash)	Outer east (LGAs of Knox, Maroondah and Yarra Ranges)
Holstep Health: Service: (03) 9450 2000	Access Health & Community: 1800 378 377	Access Health & Community: 1800 378 377

People are also able to be seen at the following sites:

North east	Inner east	Outer east
Epping, Greensborough, Heidelberg West	Box Hill, Doncaster East, Hawthorn	Belgrave, Lilydale, Yarra Junction

What happens after referral?

If on the initial screening a person is eligible for the service, they will be allocated to a provider who will complete a more thorough assessment. A collaborative care plan with the person and their wider care team will also be developed. This may include a range of service interventions offered as part of the Mental Health Stepped Care program, and linkages with other services.

The individual's journey

