

Mental Health & AOD Integrated Care Pilot Project Final Report

Access Health & Community and Holstep
Health | May 2024-May 2025

phn
EASTERN MELBOURNE

An Australian Government Initiative



Eastern Melbourne PHN is primarily funded
by the Australian Government through the
Department of Health and Aged Care



Acknowledgement of Country

Eastern Melbourne PHN acknowledges the Wurundjeri people and other peoples of the Kulin Nation on whose unceded lands our work in the community takes place. We pay our respect to Aboriginal and Torres Strait Islander cultures; and to Elders past and present. EMPHN is committed to the healing of Country, working towards equity in health outcomes, and the ongoing journey of reconciliation.

Recognition of lived experience

We recognise and value the knowledge and wisdom of people with lived experience, their supporters and the practitioners who work with them and celebrate their strength and resilience in facing the challenges associated with recovery. We acknowledge the important contribution that they make to the development and delivery of health and community services in our catchment.



Purpose and Framework

The Mental Health & AOD Integrated Care Pilot was funded by EMPHN to demonstrate how service integration can be implemented in healthcare organisations providing services to clients with co-occurring mental health and AOD needs.

The project is a response to a recommendation in the Royal Commission into Victoria's Mental Health System.

The project implemented the Continuous Comprehensive Integrated System of Care (CCISC) model, endorsed by EMPHN, Department of Health and Victorian Alcohol and Drug Association (VAADA).



Impact at multiple levels

Operational Impact

Strengthened leadership
and champion groups

Improved access,
collaboration, and
capability

Embedded integrated
care into policies and
governance structures

Organisation-wide Impact

Developed an Integrated
Care Policy

Included pilot in
business and annual
reports

Customer service teams
actively involved

Statewide Strategic Impact

Presented at major
conferences

Contributed
to the Victorian Integrated
Care Compass (VICC) - a
refreshed Compass EZ
program self-assessment tool

Action Planning and Governance

- Used Compass EZ tool and staff surveys to identify priorities
- Improved access and welcome
- Strengthened collaboration and capability
- Governance structures included leadership teams and champions groups

Lived and Living Experience (LLE) Engagement



LLE individuals involved in all
phases



Holstep Health developed
client journey mapping
project



Access HC establishing
dedicated LLE Reference
Group

Summary

The initial funded pilot concluded in May 2025 and opportunities to share learnings are under way by Access Health & Community, Holstep Health and EMPHN.





Contact

Sonia Georgiades

E: sonia.georgiades@emphn.org.au

P: (03) 8814 2433

emphn.org.au

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