



# Mental health services are changing

You might have heard that mental health services in your area are changing.

## So how does this affect you and your patients?

In line with Department of Health recommendations and in collaboration with the mental health sector and HHSs, the PHN has commissioned Artius Health to deliver primary mental health services across the region within a stepped care approach.

The PHN is working closely with Artius Health, health care professionals, other service providers and consumer groups across our catchment to ensure the transition runs smoothly.

## What do I need to do?

The programs and services that you've previously referred patients to (eg. ATAPS), along with the related referral processes, may change. Instead, patients will be eligible for a range of tailored services that vary in intensity based on their individual needs. These services will be provided by Artius Health.

Artius Health has established a central intake and triage line to direct clients to the right service for their needs. Call **1300 219 658** to speak to a trained health professional who will direct your client to the most appropriate service.

The PHN's online clinical decision tool, HealthPathways contains all the necessary information to assist you in determining eligibility and referral pathways. Health professionals can access HealthPathways from the PHN website.

These referral options will provide an efficient and streamlined services to support GPs in directing their patients to the most appropriate service.

## When do the changes take effect?

Artius Health has commenced service delivery and all referrals should follow the new process.

Former providers for ATAPS in Wide Bay and Central Queensland have ceased taking referrals for this service. Where appropriate, clients of these services will be transitioned by the service provider under their own approved processes.

By 31 March 2018, all clients will have transitioned across to Artius Health or finished their treatment.



HealthPathways lists all the eligibility criteria and contact information for your region.



Referrals to former service providers such as RHealth and Live Better will no longer be processed.



**1300 219 658**

Artius Health has established a central intake and triage line to direct clients to the right service for their needs.

## What services are available?

A stepped care approach to mental health services offers a range of tiers or 'steps' of service to meet the diverse needs of clients.

## Low-intensity psychological services

- Aimed at people over 16 with, or at risk of developing, mild mental illness.
- Offers face-to-face or phone sessions with a vocationally qualified mental health worker.
- If a person's severity of illness increases, the GP can review client needs to potentially step up to more intense supports.

## Psychological therapies for underserved groups

- Provides psychological therapies for individuals who may not otherwise be able to access services.
- Services are provided by qualified mental health professionals (including clinical psychologist, GP, mental health nurse, psychiatrist, or Aboriginal and Torres Strait Islander social & emotional wellbeing workers).

## Primary mental health care services for people with severe mental illness

- Provides clinical care coordination for people with a diagnosed mental health illness that is ongoing, and significantly impacts their social, personal and work life.
- Care coordination is provided by a mental health nurse credentialed with the Australian College of Mental Health Nurses or equivalent and may involve consulting with primary and acute care providers, emergency services, family and other agencies to improve integration of services with the aim of improving clinical outcomes.

## Suicide prevention aftercare service

- Supports continuity of care by providing outreach and follow-up to individuals directly after a suicide attempt. The focus is on connecting people to existing health, clinical and community-based support.

- Referral pathway for this service will most often be acute care or emergency departments.
- Services may be provided by vocationally qualified mental health workers, or qualified lived experience practitioners.

## Aboriginal and Torres Strait Islander mental health services

- Delivers culturally appropriate care coordination and mental health services for Aboriginal and Torres Strait Islander people, provided by culturally competent mental health professionals.
- Referral pathways may include self-referral, general practice or Aboriginal and Torres Strait Islander health services.
- Services will address the needs of clients with different care requirements: from low-care to high-care.
- Care coordination may involve working in partnership with primary and acute care providers, emergency services, family, community and other agencies to improve integration of services with the aim of improving clinical outcomes.

## Child and youth primary mental health care services

- Delivers youth-specific care coordination and mental health services for people under 25 years.
- Services are provided by qualified mental health professionals with experience and accreditation in working with children and youth. These may include clinical psychologist, mental health nurse, psychiatrist, social worker, or Aboriginal and Torres Strait Islander social & emotional wellbeing workers.
- Referral pathways include general practice, headspace centres, or early youth psychosis centre.
- Care coordination may involve working in partnership with primary and acute care providers, family, schools, employers and other agencies to improve integration of services with the aim of improving clinical outcomes.



## Other services

### Mental health care plans (Better Access)

Mental Health Care Plans will still exist in their current format. This means GPs will be able to offer allied mental health services to patients with an assessed mental disorder according to MBS eligibility guidelines.

### Partners in Recovery (PIR) and services for clients with severe and complex needs

PIR will continue to provide care coordination for eligible clients with severe and persistent mental ill health. Elements of this program will transition into the NDIS over the next few years.

### Acute Care

Acute care will still be accessible through Queensland Health community and acute care services.

## Want to know more?

We're here to help. To find out more, you can contact your local Practice Support Officer at [hot@ourphn.org.au](mailto:hot@ourphn.org.au) or check out [www.ourphn.org.au](http://www.ourphn.org.au) which will be continually updated as we work continue to work with service providers across our catchment.

Find out more at [www.ourphn.org.au/mental-health](http://www.ourphn.org.au/mental-health)

Sunshine Coast 07 5456 8100

Wide Bay 07 4131 0800

Central Queensland 07 4921 7777

This activity is supported by funding from the Australian Government under the PHN Program.  
GPV4.090118



## Fast facts

Mental health services in your region are changing



The PHN has commissioned Artius Health to deliver **primary mental health services** across the region within a stepped care approach.



Health Pathways will provide you with all **eligibility requirements and referral information**.  
Visit [www.ourphn.org.au/healthpathways](http://www.ourphn.org.au/healthpathways).



A **central intake and triage line** will simplify the referral process.  
Call **1300 219 658** to speak to a trained health professional who will direct your client to the most appropriate service.



**Existing service providers** for ATAPS and other PHN-funded mental health services will have a process to transition clients and referrals.



GP Mental Health Care Plans (known as Better Access) **are not changing** and acute care services provided by the Hospital and Health Service are not affected by this change.



**Stepped care** allows clients to access services that are aligned to their level of need, and to move between 'steps' as their condition changes.

Find out more at [www.ourphn.org.au/mental-health](http://www.ourphn.org.au/mental-health)

Sunshine Coast 07 5456 8100

Wide Bay 07 4131 0800

Central Queensland 07 4921 7777

This activity is supported by funding from the Australian Government under the PHN Program.

GPV4.090118