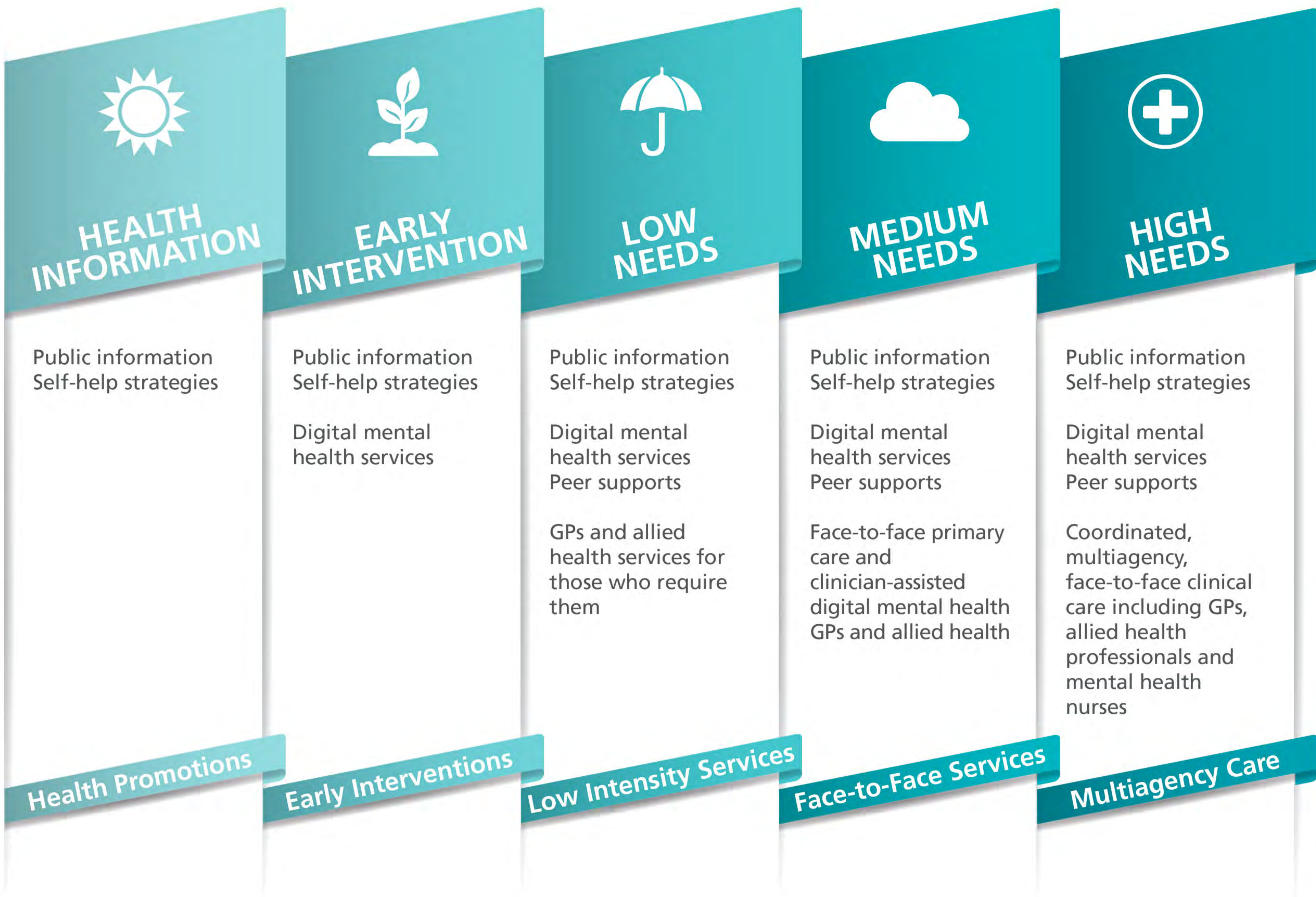
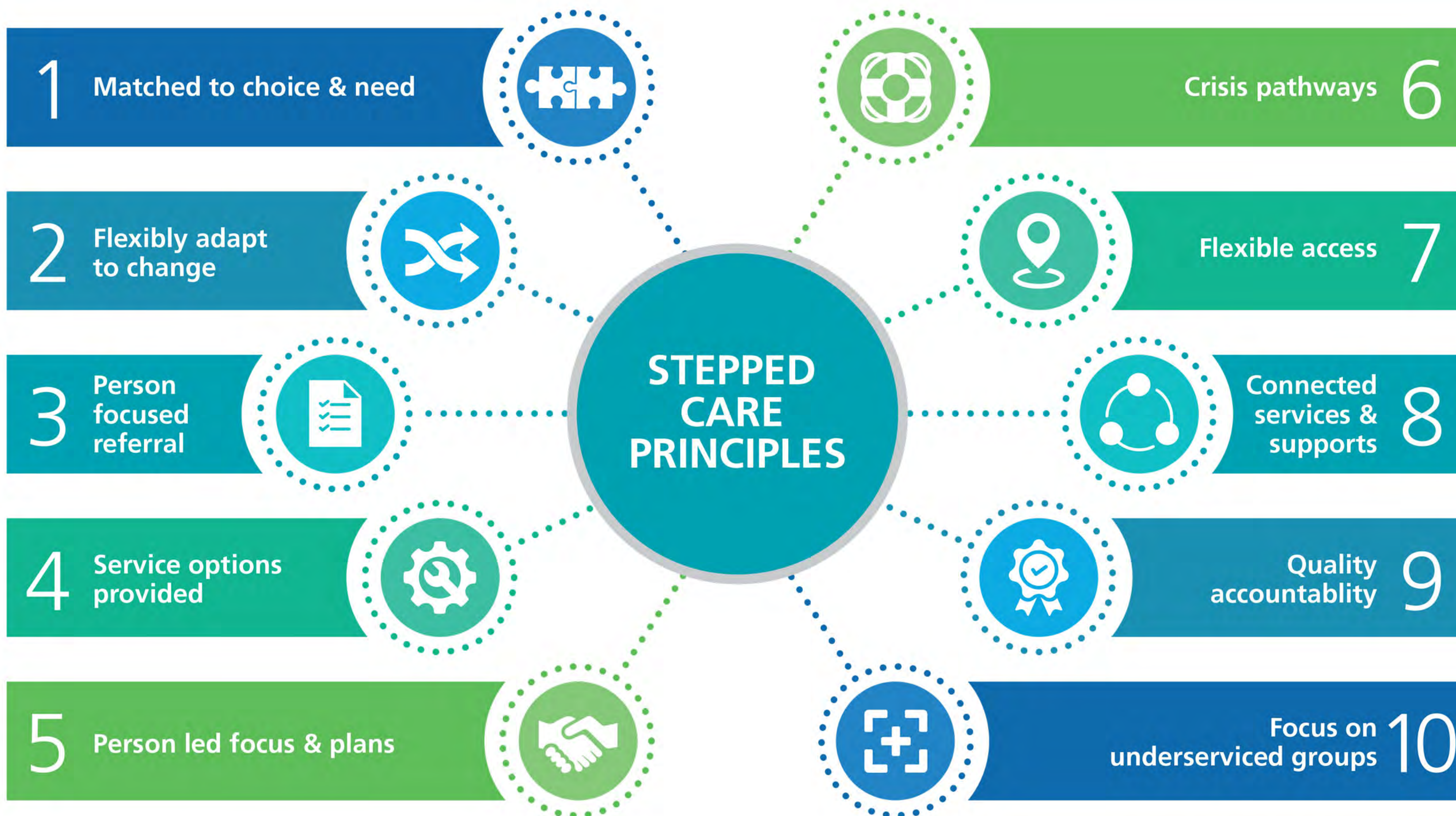


APPLYING A STEPPED CARE APPROACH TO MENTAL HEALTH

STEPPED CARE MODEL



STEPPED CARE PRINCIPLES



STEPPED CARE PRINCIPLES



1: Matched to choice & need

Service intensity is matched to need. The ideal intervention is the least intensive and least intrusive, but most likely to lead to the most significant possible gain. Importantly, the decision is driven by individual choice. Where possible, the system should align to the needs of the person, rather than the person having to align to the system.



2: Flexibly adapt to change

Stepped care approach recognises that a person's needs can change over time and therefore services should have the flexibility to cater for these changing needs.



3: Person focused referral

Flexibility is critical and allows an individual to move with ease across services without needing to be re-referred, and re-tell their story. Assessment and review is embedded and ongoing.



4: Service options provided

PHNs will aim to commission and connect a range of services to meet community needs. The goal is to address demand, and provide individuals with choice and service options.



5: Person led focus and plans

Recovery plans and arrangements are led by the person, focused on the person's needs and goals. These plans also connect the person's care team, as well as family and carers if desired.



6: Crisis pathways

There is always a pathway available to people with high or urgent needs, and access to specialist mental health services is fast-tracked through regional integration.



7: Flexible access

Improved access is essential. It is supported by clearer referral processes, extended service hours, flexible modes of delivery, and readily available support to navigate services.



8: Connected services and supports

The services commissioned by the PHN are well connected. This includes informal supports, primary care, specialist supports, hospitals, NDIS, non-government, private and social supports.



9: Quality accountability

Providers lead a robust operational process, with clinical governance in place, quality management and improvement, reportable and measurable outcomes, evidence based interventions. Services have a meaningful and measurable impact on population health needs identified in regional needs assessments.



10: Focus on underserved groups

The system is adaptive to changing local community needs, policy, and service directives. PHNs focus on the populations and communities that are underserved, at risk, and who find services difficult to access.