



What is stepped care?

- PSS will operate within a stepped care approach.
- Stepped care is about matching people with the most appropriate support to meet their need. In the context of primary mental health it's about using cost-effective, low intensity services for mild symptoms and Medicare subsidised services for moderate to severe mental illness.
- The approach improves services and coordination of care for people across all severity levels.
- The model reduces 'downstream' costly services through improved screening, matching of evidence-based recommendations to symptom severity, and regular monitoring.
- Training and support for GPs via CPD events will be provided focusing on assessment and treatment/referral pathways.
- If PSS is not appropriate for the individual, recommendations will be given for other appropriate service pathways.



Key features of our PSS model

Referral Process - Referrals to PSS will require both the PSS Referral Form and Mental Health Treatment Plan (MHTP) to be sent via secure messaging or fax to the CESPHN Central Intake and Triage Service. Templates will be available on our website from 1 December 2016.

Central intake and triage service - We will provide a single entry point for referrals into CESPHN primary mental health care services for underserved groups. Referrals are assessed and matched to an appropriate intervention, then allocated to a provider taking into account patient needs.

Regionally based clinical assessment process - Our stepped care approach will assist patients reach the most appropriate services to meet their needs from low to high intensity service provision.

Supported by high quality client management system - Our Collaborative Care Management Solution software supports central intake and allocation, session data, financial management and the Minimum Data Set (MDS) reporting, required for the Department of Health.

Psychological Support Services



Which groups are underserved or hard to reach within our PHN region?

- Aboriginal and Torres Strait Islander people
- Children and young people
- People from culturally and linguistically diverse backgrounds
- People who have attempted, or are at risk of suicide, or self-harm
- Women experiencing perinatal depression
- Other underserved groups, including:
 - > adults who are unable to access the MBS due to financial or other constraints
 - > adults who are, or are at risk of becoming homeless
 - > adults living within the following former local government areas that have been identified as experiencing high levels of psychological distress and/or low access to psychological services: Botany Bay, Canterbury, Hurstville, Lord Howe Island, Norfolk Island, Rockdale and Strathfield.



Who is eligible for PSS?

People in underserved or hard to reach groups presenting with:

- Mild to moderate mental illness and who are underserved through other arrangements
- Experiencing socio-economic disadvantage
- People for whom available services are not suitable
- People with severe mental illness who may benefit from short term, focused psychological intervention as part of their overall care.
- People with Intellectual disability who may also benefit from short term psychological intervention when co-occurring mental illness is diagnosed.

Referral process for Psychological Support Services (PSS)

