

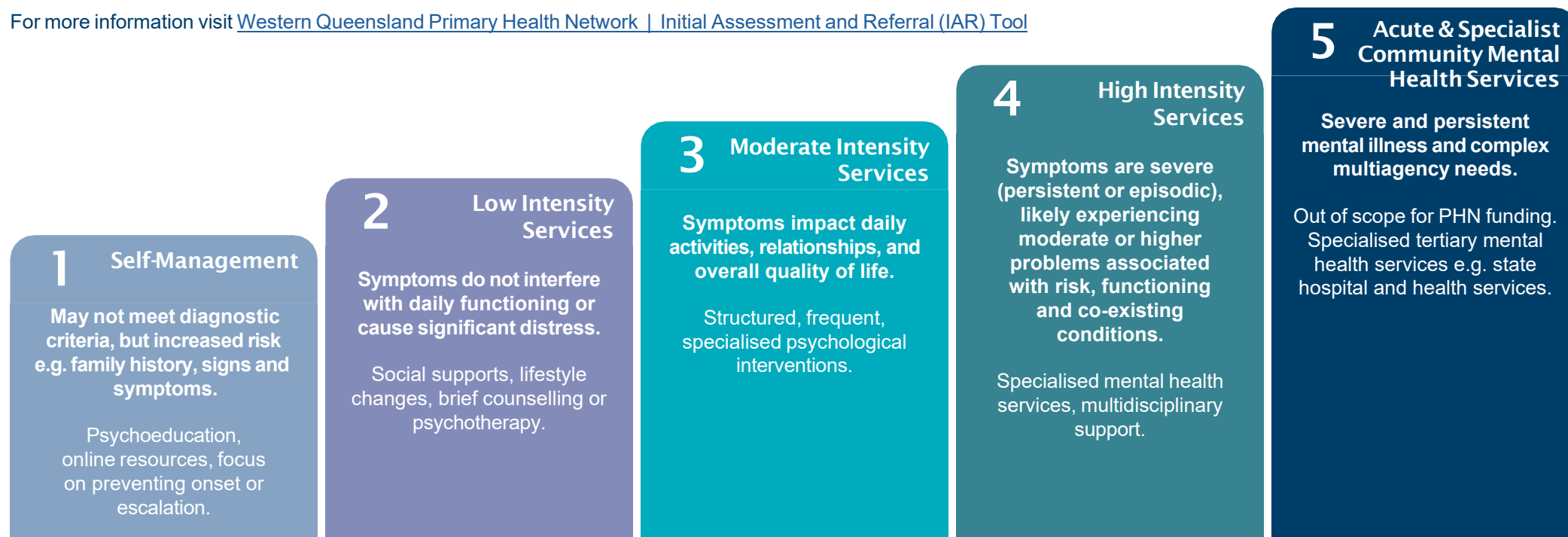


South West

**Stepped Care is a model of mental healthcare where service intensity is matched to an individual's treatment needs and severity of mental health issues. In a stepped care approach, a person is offered interventions and supports at an intensity that best meets their needs and preferences. When these needs and preferences change, the treatments and supports are changed accordingly.**

This document aligns with the Australian Government's [Initial Assessment and Referral Decision Support Tool](#) for health professionals to use when assessing and supporting a patient and referring the appropriate services.

For more information visit [Western Queensland Primary Health Network | Initial Assessment and Referral \(IAR\) Tool](#)



# Stepped Care Approach to Primary Mental Health Care

## South West

If you are unsure where to start, contact Medicare Mental Health on 1800 595 212 or via [medicarementalhealth.gov.au](https://medicarementalhealth.gov.au)

All services listed below are free and welcome all referrals. A GP mental health treatment plan may be required.

## Service

	1 Self- Management	2 Low Intensity	3 Moderate Intensity	4 High Intensity	5 Acute Care
<b>1300 MH Call 1300 642 255</b> Confidential telephone triage service available 24/7 and connects caller to nearest public mental health service.	✗	✓	✓	✓	✓
<b>Medicare Mental Health 1800 595 212   <a href="https://medicarementalhealth.gov.au">medicarementalhealth.gov.au</a></b> Free, confidential Assessment and Referral Phone Service offering an accessible entry point to all mental health services.	✓	✓	✓	✓	✗
<b>Acacia Country Practice 07 4599 7658</b> Clinical care coordination for people with severe and complex mental illness.	✗	✓	✓	✓	✓
<b>CatholicCare Social Services 1300 477 433 Commonwealth Psychosocial Support Program</b> Brokerage program that purchases capacity building wrap around activities that will promote recovery, independence and social inclusion.	✗	✓	✓	✓	✗
<b>Charleville and Western Areas Aboriginal and Torres Strait Islander Corporation for Health (CWAATSICH)</b> <b>07 4654 3277 Aboriginal &amp; Torres Strait Islander Social and Emotional Wellbeing (SEWB) Services</b> (culturally and clinically integrated). Alcohol and other drug treatment, recovery and support services.	✓	✓	✓	✓	✗
<b>Clean Slate Clinic 02 3813 8104</b> Telehealth alcohol withdrawal and recovery service for individuals struggling with alcohol dependence.	✓	✓	✓	✓	✗
<b>Lifeline Darling Downs and South West 1300 991 443 My Connection My Way</b> Face to face mental health counselling service available in St George, Roma, Surat and Charleville. Other regions via telehealth only.	✓	✓	✗	✗	✗
<b>Lives Lived Well 1300 727 957</b> <b>LIME</b> (Low Intensity Mental Health Empowerment) offers support for people aged 12 and above, with five free sessions available in person, by phone or video call.	✓	✓	✗	✗	✗
<b>R Health 1800 595 212</b> <b>NewAccess Program - Teleservice</b> Mental health counselling service via telehealth. Up to six sessions of low intensity CBT.	✓	✓	✗	✗	✗
<b>Universal Aftercare Service - Stride 07 4622 8824</b> Psychosocial response to support people following a suicide attempt or suicide crisis.	✗	✗	✗	✓	✗
<b>Vital Health 07 4622 4322</b> <b>Right Care Right Place - Eating Disorder Care in My Community</b> Care coordination and service navigation which will support early intervention and access to an appropriate level of care for those experiencing eating disorders, their families and supports.	✓	✓	✓	✗	✗
<b>Wakai Waian Healing 1800 732 850</b> Psychological and counselling services focusing on the social and emotional wellbeing of Aboriginal and Torres Strait Islander Peoples.	✗	✓	✓	✗	✗

**24 Hour Support  
Available**

Emergency Services  
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Lifeline  
13 11 14  
[www.lifeline.org.au](https://www.lifeline.org.au)

Beyond Blue  
1300 224 636

Suicide Call Back Service  
1300 659 467

13 YARN  
13 92 76

ADIS (Alcohol  
and Drug Support)  
1800 177 833