

# Stepped Care Approach to Primary Mental Health Care

Winton

**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](#)

## 1 Self Management

May not meet diagnostic criteria, but increased risk e.g. family history, signs and symptoms.

Psychoeducation, online resources, focus on preventing onset or escalation.

## 2 Low Intensity Services

Symptoms do not interfere with daily functioning or cause significant distress.

Social supports, lifestyle changes, brief counselling or psychotherapy.

## 3 Moderate Intensity Services

Symptoms impact daily activities, relationships, and overall quality of life.

Structured, frequent, specialised psychological interventions.

## 4 High Intensity Services

Symptoms are severe (persistent or episodic), likely experiencing moderate or higher problems associated with risk, functioning and co-existing conditions.

Specialised mental health services, multidisciplinary support.

## 5 Acute & Specialist Community Mental Health Services

Severe and persistent mental illness and complex multiagency needs.

Out of scope for PHN funding. Specialised tertiary mental health services e.g. state hospital and health services.

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

Or [Take a step towards better wellbeing](#) | [Medicare Mental Health Check In](#)

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

## Winton

### Service

|                                                                                                                                                                                                                                                                                                                                                                      | 1<br>Self-<br>Management | 2<br>Low<br>Intensity | 3<br>Moderate<br>Intensity | 4<br>High<br>Intensity | 5<br>Acute<br>Care |
|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------|-----------------------|----------------------------|------------------------|--------------------|
| <b>1300 MH Call 1300 642 255</b><br>Confidential telephone triage service available 24/7 and connects caller to nearest public mental health service.                                                                                                                                                                                                                | ✗                        | ✓                     | ✓                          | ✓                      | ✓                  |
| <b>Medicare Mental Health Phone Service 1800 595 212</b><br>Free, confidential Assessment and Referral Phone Service offering an accessible entry point to all mental health services.<br><b>BUSHkids 07 4743 2575 / bushkids.org.au</b><br>Allied and Mental Health providers work with families of children aged 0-17 with development issues or complex diagnosis | ✓                        | ✓                     | ✓                          | ✓                      | ✗                  |
| <b>Charleville and Western Areas Aboriginal and Torres Strait Islander Corporation for Health (CWAATSICH) 07 4654 3277</b><br><b>Aboriginal &amp; Torres Strait Islander Social and Emotional Wellbeing (SEWB) Services</b> (culturally and clinically integrated).<br>Alcohol and other drug treatment, recovery and support services.                              | ✓                        | ✓                     | ✓                          | ✓                      | ✗                  |
| <b>Clean Slate Clinic 02 3813 8104</b><br>Telehealth alcohol withdrawal and recovery service for individuals struggling with alcohol dependence.                                                                                                                                                                                                                     | ✓                        | ✓                     | ✓                          | ✓                      | ✗                  |
| <b>Lives Lived Well 1300 727 957</b> - Alcohol and other drug treatment, recovery and support services.<br><b>LIME (Low Intensity Mental Health Empowerment)</b> offers support for people aged 12 and above, with five free sessions available in person, by phone or video call.                                                                                   | ✓                        | ✓                     | ✗                          | ✗                      | ✗                  |
| <b>Outback Futures 0417 703 729</b><br>Child and family, adult and relationship counselling and psychology support via face-to-face community visits and Stay with Me phone/video support.<br><b>Wellbeing in Schools early intervention PROJECT (WiSE)</b><br>For young people at school who are at risk, or diagnosed with, a mild to moderate mental illness.     | ✓                        | ✓                     | ✓                          | ✗                      | ✗                  |
| <b>Royal Flying Doctor Service (Longreach) 07 4652 5800</b><br>Psychological therapies for hard-to-reach groups and people who are at risk, have early symptoms, or have mild or moderate mental health illness.                                                                                                                                                     | ✗                        | ✓                     | ✓                          | ✗                      | ✗                  |
| <b>Universal Aftercare Service Anglicare Central Queensland 1300 769 814</b><br>Psychosocial response to support people following a suicide attempt or suicide crisis.                                                                                                                                                                                               | ✗                        | ✗                     | ✗                          | ✓                      | ✗                  |

**24 Hour  
Support**

**Emergency  
Services  
000**

**Lifeline  
13 11 14  
[www.lifeline.org.au](http://www.lifeline.org.au)**

**Beyond Blue  
1300 22 46 36**

**Suicide Call  
Back Service  
1300 659 467**

**13YARN  
13 92 76**

**ADIS (Alcohol  
and Drug Support)  
1800 177 833**