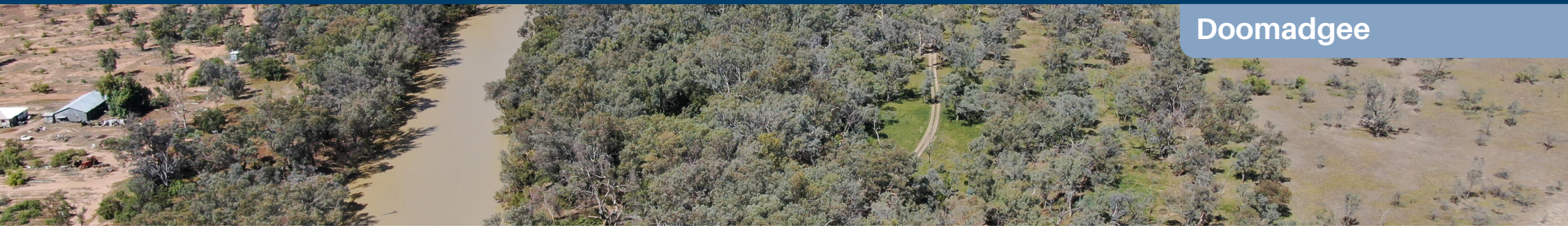
Stepped Care Approach to Primary Mental Health Care

phn WESTERN QUEENSLAND
An Australian Government Initiative



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.

Stepped Care Approach to Primary Mental Health Care

phn WESTERN QUEENSLAND
An Australian Government Initiative

Doomadgee

If you are unsure where to start, contact Medicare Mental Health on 1800 595 212 or via 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.

Service	1 Self-Management	2 Low Intensity	3 Moderate Intensity	4 High Intensity	5 Acute Care
1300 MH Call 1300 642 255 Confidential telephone triage service available 24/7 and connects caller to nearest public mental health service.	✗	✓	✓	✓	✓
Medicare Mental Health Phone Service 1800 595 212 Free, confidential Assessment and Referral Phone Service offering an accessible entry point to all mental health services. **BUSHkids 07 4743 2575 / bushkids.org.au** Allied and Mental Health providers work with families of children aged 0-17 with development issues or complex diagnosis.	✓	✓	✓	✓	✗
North West Remote Health Drug and alcohol rehabilitation services Doomadgee 07 4742 9400 Drug and alcohol rehabilitation services based in Doomadgee. **Clean Slate Clinic 02 3813 8104** Telehealth alcohol withdrawal and recovery service for individuals struggling with alcohol dependence.	✓	✓	✓	✓	✗
Headspace National 1800 650 890 | Headspace Mount Isa 07 4437 1300 Early intervention and treatment services for young people (12-25 years) at risk or living with mental illness. Headspace online and phone support available.	✓	✓	✓	✗	✗
Isa Psychology 0408 643 673 (telehealth only) Targeted, evidence based, short term psychological intervention.	✗	✓	✓	✗	✗
LIME (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.	✓	✓	✗	✗	✗
Ready To Yarn 0447 143 084 Face to face and telehealth Social and Emotional Wellbeing, severe and complex mental health and counselling service in Doomadgee. **North West Remote Health 07 4742 9400** Psychological services. **Mental Health Services in Residential Aged Care** - For people living in a Commonwealth funded Residential Aged Care Facility, who are not eligible for assistance under dementia-specific services. **Wellbeing in Schools Early Intervention Project (WiSE)** For young people at school who are at risk, or diagnosed with, a mild to moderate mental illness.	✓	✓	✓	✗	✗
Universal Aftercare Service Selectability Queensland 1800 133 123 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	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