

WHAT IS STEPPED CARE?



1: Matched to choice & need

Service intensity is matched to your need. Your doctor starts with the least intensive and least intrusive mental health intervention that will lead to the best possible gain. You choose it, with advice from your doctor and/or peer support worker as needed.



2: Flexible so your treatment can be adapted to your changing needs

The stepped care approach is flexible enough needs can change over time and therefore services should have the flexibility to cater for these changing needs.



3: User focused referral

Flexibility is critical and allows an individual to move with ease across services without necessarily 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 broad mix and range of services to meet community needs. The goal being to address demand, and provide individuals with choice and service options.



5: Client led focus and plans

Recovery plans and arrangements are led by the consumer, focused on their needs and goals and connect members of their care and support team including family and carers if desired.



6: Crisis pathways

Through regional integration, there is always a pathway available to those with high or urgent needs and access to specialist mental health services is fast-tracked



7: Flexible access

Improved access is essential, and 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 focus is not only on the services commissioned by the PHN, but also includes informal supports, primary care, specialist supports, hospitals, NDIS, non-government, private and social supports.



9: Quality accountability

Providers lead robust operational process, with clinical governance in place, quality management and improvement, reportable and measurable outcomes, evidence based interventions- all of which 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 and policy and service directives. PHNs focus on the populations and communities that are underserved, at risk and who traditionally find services difficult to access.