

## HealthWISE Mental Health Services Information Sheet

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### Overview

HealthWISE Mental Health Primary Health Care services are commissioned by the Hunter New England Central Coast Primary Health Network (HNECCPHN).

HealthWISE employees are qualified and skilled mental health clinicians which include: Psychologists, Mental Health Nurses, Social Workers, Occupational Therapists, Accredited Counsellors and Aboriginal Mental Health Workers.

All employed and contracted mental health clinicians who provide treatment under HealthWISE programs are registered with the Australian Health Professionals Registration Authority (AHPRA), our Social Workers are registered with the Australian Association of Social Workers (AASW) and our Counsellors with the Australian Counselling Association (ACA).

HealthWISE operates within a stepped care approach ensuring safe, accessible and quality treatment.

At any time, the referrer can contact HealthWISE to discuss a patient's needs with a mental health clinician.

Service delivery options include face-to-face, phone or via online platforms.

HealthWISE provides mental health services in the New England North West region of NSW.

#### For more information:

Phone: 1800 931 540

Email: [mentalhealth@healthwise.org.au](mailto:mentalhealth@healthwise.org.au)

Website: [www.healthwise.org.au](http://www.healthwise.org.au)

## **Primary Mental Health Care Services Priority Populations Psychological Therapy**

HealthWISE Mental Health Care Services provide psychological therapy to people who are living with mental illness, would benefit from short term psychological treatment intervention and are able to be appropriately managed in the primary mental health care setting.

Mental Health services in primary care programs are not acute or crisis services.

### **Eligibility Criteria**

- First Nations people.
- People from Culturally and Linguistically Diverse (CALD) backgrounds.
- Older people that are isolated and/or living alone – 55 years and over for First Nations and over 65 years for general community.
- People who identify as lesbian, gay, bisexual, transgender or intersex (LGBTI) for who stigma and lack of appropriate services may provide barriers to care.
- People with disabilities.
- People experiencing homelessness or who are at risk of homelessness.
- People living in rural and remote communities.
- People at risk of, or who have inflicted, self- harm, attempted suicide or who have suicidal ideation and can be appropriately managed in a primary health care setting.
- People living in communities affected by natural disasters (ie: drought, floods and bushfires).

### **Treatment**

- The primary intervention provided under psychological therapy services is focused psychological strategies.
- This is time-limited and evidence based psychological treatment. These short-term therapies are particularly suitable for common mental health disorders.

### **Access Pathways**

- Patients are required to be referred by a GP, Paediatrician, Psychiatrist, or maternal and child health nurse.
- Have an eligible Mental Health Treatment Plan (MHTP).
- Referrals are to be sent to the Primary Mental Health Access (PRIMA) service to be triaged, assessed and allocated for eligibility of primary mental health funded services.

### **Referral Validity**

- Clients are eligible for a maximum of 12 sessions in a calendar year which is determined by the client's mental health clinician.
- At the completion of psychological therapy, the mental health clinician will provide a written report to the referrer.

## Clinical Care Coordination (CCC)

HealthWISE Mental Health Care Services provide Clinical Care Coordination to people who have a clinical diagnosis of complex, enduring mental health conditions and complex co-morbidities which significantly impacts their social, personal and work life. The person must have been to hospital at least once for treatment of their mental illness or are at risk of needing hospitalisation in the future if appropriate treatment and care is not provided.

This service is delivered in a recovery orientated framework. Patients who require longer term care coordination should apply for services through the National Disability Insurance Scheme (NDIS).

Mental Health services in primary care programs are not acute or crisis services.

### Eligibility Criteria

- People living in rural and remote areas.
- People experiencing homelessness or who are at risk of homelessness.
- Women experiencing perinatal depression.
- People from Culturally and Linguistically Diverse (CALD) backgrounds.
- People who identify as lesbian, gay, transgender or intersex (LGBTI) for whom stigma and lack of appropriate services may provide barriers to care.
- People with intellectual disability and co-occurring mental illness, for whom there are barriers to receiving appropriate mental health treatment.
- Aboriginal and Torres Strait Islander people.
- People at risk of suicide.
- Individuals who have self-harmed, attempted suicide or who have suicidal ideation, and are able to be appropriately managed in the primary health care setting.
- People with mental illness in residential aged care facilities (RACF's).
- People in drought affected communities.

### Treatment

- Provide clinical care services for clients within their scope of practice.
- Liaise closely with family and carers as appropriate.
- Regular monitoring of the patient's mental health state.
- Monitor compliance of medication.
- Provide information on physical health care to clients where appropriate.
- Improve links to other health professionals and clinical service providers.

### Access Pathways

- Patients are required to be referred by a GP, Paediatrician, Psychiatrist or maternal and child health nurse.
- Have an eligible Mental Health Treatment Plan (MHTP).
- Referrals are to be sent to the Primary Mental Health Access (PRIMA) service to be triaged, assessed and allocated for eligibility of primary mental health funded services.

### Referral Validity

- Patients are eligible for services for a 12 month period.
- Frequency of sessions is determined by the client's mental health clinician.

- At the completion of sessions/referral, the mental health clinician will provide a written report to the referrer.

## **Residential Aged Care Facility (RACF)**

HealthWISE Mental Health Services provide psychological therapy to residents of residential aged care facilities with a diagnosed mental illness, who have mild to moderate symptoms, common mental illnesses or are at risk of developing a diagnosable mental illness over the following months.

Mental Health services in primary care programs are not acute or crisis services.

### **Eligibility**

- Residents of RACFS.
- People who are under financial hardship and less able to pay fees to access private mental health services and are unable to access Medicare subsidised mental health services.
- People who identify as lesbian, gay, bisexual, transgender or intersex (LGBTI) for who stigma and lack of appropriate service may provide barriers to care.
- Aboriginal and Torres Strait Islander people.
- People from Cultural and Linguistically Diverse (CALD) backgrounds.
- Individuals who have self-harmed, attempted suicide or who have suicidal ideation and are able to be appropriately managed in the primary health care setting
- People living in rural and remote areas.
- People who have dementia or delirium should be referred to a specialised support service.
- People with dementia are not excluded from treatment if they also have a co-morbid mental illness such as depression or anxiety.

### **Treatment**

- Evidence based psychological intervention which can be delivered as psychological therapy or clinical care coordination.

### **Access Pathway**

- Mental Health Treatment Plan (MHTP) is not required, however, is encouraged.
- Family members, visitors, personal care staff, self-referral, Aged Care Assessment Teams (ACAT) or dementia services can complete the RACF self-referral form.

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