




An Australian Government Initiative

# Gold Coast Primary Health Network Stepped Care Updates 2.08.23



# Key Updates

1. New dates for the National Training – Initial Assessment and referral (IAR) for Mental Healthcare
  2. New Head To Health Referral Forms for Primary Care
  3. New GP Psychiatry Support Line available from 1 July 2023
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# 1. New dates for National IAR Training

## Overview

- The Initial Assessment and Referral Guidance (IAR) and Decision Support Tool (IAR-DST) is designed to establish a national, standardised approach to conducting initial assessments, and support general practitioners and other clinicians to recommend the most appropriate level of care for a person seeking mental health support.

## Key Objectives

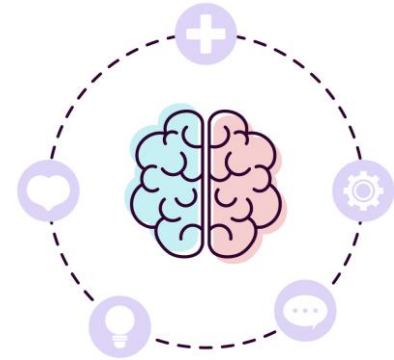
- Supports communication and common language across the sector
- Improves awareness and transparency of how referral decisions are made
- Reduces risks associated with underestimating or overestimating a person's treatment needs
- Is *not* a replacement for individualised clinical decisions and discussions with consumers about choice and preferences



# 1. New dates for National IAR Training

## Training details

- National workshop delivered online
- 2.5 hours in duration
- Weekly training sessions available from first week of August until end of September
- Trainings are over lunch from 12-2:30pm with one session available after hours from 6-8:30pm on 5 September
- Register your interest for locally delivered training in face-to-face or online environments and during flexible hours - email [iar-dst@gcphn.com.au](mailto:iar-dst@gcphn.com.au)



## CPD and reimbursement opportunities

- GPs are able to self report to **RACGP for CPD hours**
- Upon completing training, GPs and GP registrars are eligible to receive a **one-off incentive payment of \$300** (GST excl.)\*

# 1. New dates for National IAR Training

Date and time	Vignette	Zoom registration link
<b>3 August 2023</b> 12 – 2.30 pm AEST	William	Register in advance for this meeting via <a href="#">this link</a>
<b>9 August 2023</b> 12 – 2.30 pm AEST	Jessica	Register in advance for this meeting via <a href="#">this link</a>
<b>15 August 2023</b> 12 – 2.30 pm AEST	Leah	Register in advance for this meeting via <a href="#">this link</a>
<b>21 August 2023</b> 12 – 2.30 pm AEST	Jessica	Register in advance for this meeting via <a href="#">this link</a>
<b>31 August 2023</b> 12 – 2.30 pm AEST	Robert	Register in advance for this meeting via <a href="#">this link</a>
<b>5 September 2023</b> 6 – 8.30 pm AEST	William	Register in advance for this meeting via <a href="#">this link</a>
<b>14 September 2023</b> 12 – 2.30 pm AEST	Jessica	Register in advance for this meeting via <a href="#">this link</a>
<b>19 September 2023</b> 12 – 2.30 pm AEST	Leah	Register in advance for this meeting via <a href="#">this link</a>
<b>28 September 2023</b> 12 – 2.30 pm AEDT	Robert	Register in advance for this meeting via <a href="#">this link</a>

# 1. New dates for National IAR Training

## For more information

- For more information on the National online training workshops, contact:

Jenni Campbell

National Delivery Partner

Initial Assessment and Referral Project

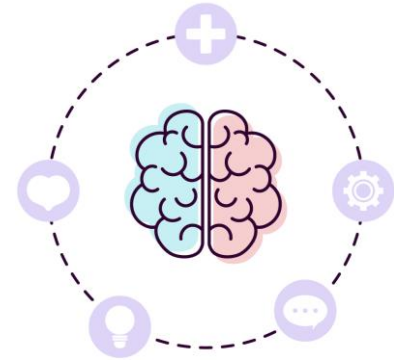
[Jenni.a.Campbell@outlook.com](mailto:Jenni.a.Campbell@outlook.com)

- To register your interest for locally delivered training in face-to-face or online environments and during flexible hours:

Sally Bowler

Senior Project Officer (Stepped Care)

[iar-dst@gcphn.com.au](mailto:iar-dst@gcphn.com.au)



## 2. New Head to Health Referral Forms

**HEAD TO HEALTH**

**1800 595 212**

# 2. New Head to Health Referral Forms

## Overview

- The Head to Health phone service offers mental health service navigation for GPs, Psychiatrists, other professionals and people unsure where to seek appropriate support
- Free service available weekdays from 8:30-5pm (except public holidays)
- Gold Coast Intake team currently has 6 clinicians (3 social workers and 2 registered nurses + Nurse Team Leader)

## Key Objectives

- Assist GPs with time management: H2H intake team uses the IAR-DST to understand a person's experiences in the context of 8 holistic assessment domains, and aligns a person's treatment needs to a suitable resource or service type and intensity based on the 5 levels of care
- The H2H intake team has extensive and growing knowledge of Gold Coast Services to act as a service navigation to connect people to the right mental health services to meet their identified need
- Warm referral where possible to providers and feedback loop to referrers on the outcome of their referral



# 2. New Head to Health Referral Forms



## REFERRAL FORM – Head to Health Phone Service

This referral form will be used by the Head to Health Phone Service. The consumer will be contacted for an assessment to determine the most appropriate service intensity and type. This referral form replaces the previous GCPHN Mental Health Stepped Care Services Referral form.

If you have completed a MHTP or used the Initial Assessment and Referral Decision Support Tool please attach with the referral.

By consenting to this referral, the person is consenting to the sharing of their personal information. The information contained in the referral is used by the Head to Health Phone Service to: (1) deliver assessment and referral services, (2) for monitoring, aggregate reporting and evaluation purposes to improve quality and access to care. This information will be passed on to the recommended provider who will contact the person.

Please indicate the information in this form has been discussed with, and provided to, the patient.  Y  N

Patient or Parent/Guardian/Carer consents to referral?  Y  N

Referrer consents to the collection and storage of referrer details on internal database?  Y  N

Referral date:

**Referrer Details**

Name:	Role / Organisation:
Address:	Email:
	Phone:
	Fax:

**Consumer Details**

Full Name:	DOB:	Gender Identity: <input type="checkbox"/> M <input type="checkbox"/> F <input type="checkbox"/> Other: _____
Preferred Name:		Pronouns:
Address:		Postcode:
<input type="checkbox"/> Experiencing homelessness		
Home Ph:		Mobile Ph:
LGBTIQAP+: <input type="checkbox"/> Y <input type="checkbox"/> N		Health Care/Pension Card: <input type="checkbox"/> Y <input type="checkbox"/> N
		Expiry date:
Aboriginal or Torres Strait Islander status: <input type="checkbox"/> Aboriginal <input type="checkbox"/> Torres Strait Islander <input type="checkbox"/> Both <input type="checkbox"/> Neither		
Culturally or Linguistically Diverse (CALD): <input type="checkbox"/> Y <input type="checkbox"/> N		

## Overview

- Used by H2H phone service
- Consumer will be contacted for an assessment to determine the most appropriate service intensity and type
- The referral form replaces the previous GCPHN Mental Health Stepped Care Services Referral form
- MHTP or IAR-DST outcomes can be attached to referrals – or H2H team will organize a MHTP with a GP if necessary for the consumer


# 3. New GP Psychiatry Support Line

## Overview

- The GP Psychiatry Support Line is a new service available exclusively for GPs. This is not a referral, triage, or emergency/crisis service, but a support line to seek qualified psychiatry advice to help GPs manage the mental health of their patients within the primary healthcare setting.

## Key details

- Available from 1 July 2023, Monday-Friday, 7am-7pm, on 1800 16 17 18
- GPs need to complete a once-off registration either online or on their first call
- Follow up report from a psychiatrist is provided with discussion notes and recommendations
- More information: <https://www.gpsupport.org.au/>



**GP PSYCHIATRY  
SUPPORT LINE**

**HELPING GPs MANAGE  
THE MENTAL HEALTH  
OF THEIR PATIENTS**

**WANT TO KNOW MORE ABOUT A  
CERTAIN MEDICATION?**

**SEEKING ADVICE REGARDING A  
PATIENT'S DIAGNOSIS?**

**WANT TO EXPLORE TREATMENT  
OPTIONS OR SAFETY PLANS?**

The GP Psychiatry Support Line offer's GPs  
**Immediate - Qualified - Free Advice**  
regarding the **mental health** needs of **patients**

**1800 16 17 18**

[www.gpsupport.org.au](https://www.gpsupport.org.au/) - Mon to Fri 7am - 7pm (AEST)



# Questions



An Australian Government Initiative

***Building one world class health service for the Gold Coast***

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[www.gcphn.org.au](http://www.gcphn.org.au)

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