

About SEMPHN

South Eastern Melbourne Primary Health Network (SEMPHN) works on behalf of the Australian Government to improve local health care.

We are improving access to existing services, commissioning new services to fill gaps and supporting GPs and other providers to provide better care for the community.

In 2016, we began the transition from direct service provision to a commissioning approach.

What are MHICC services?

Mental Health Integrated Complex Care (MHICC) services offer support for consumers with severe mental illness and complex needs who require coordination of their care over an extended period of time.

MHICC services are highly flexible to match people's individual needs, and can include:

- Clinical nursing services
- Family support and liaison
- Care co-ordination and liaison (clinical and non-clinical)
- Improving access to psychiatrist and psychological care.

MHICC services can be delivered by mental health nurses, clinical psychologists, psychiatrists, and eligible mental health workers, social workers and occupational therapists.

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SEMPHN Access & Referral

1800 862 363 (business hours)
www.semphn.org.au/MHICC

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Mental Health Integrated Complex Care (MHICC)

Flexible support for people with severe/complex mental illness



Information for GPs and health professionals

Who is MHICC for?

MHICC services are for people who:

- Live or work in the SEMPHN catchment, and
- Have a health care card or can't afford/access similar services
- Are not eligible for NDIS and Partners in Recovery (PIR)

To be eligible for MHICC services, people also need to:

1. Have an assessment and diagnosis of severe mental illness that is significantly impacting their social, personal or work life; have complex needs; and be at risk of hospitalisation if appropriate treatment and care is not provided
2. Have a GP, psychiatrist or relevant healthcare practitioner who is currently managing their care in a primary healthcare setting
3. Have a current GP Mental Health Treatment Plan, or equivalent plan prepared by a psychiatrist or relevant healthcare practitioner.

Who can refer to MHICC?

Referrals can be made by anyone, including GPs and other primary health providers, schools, social services, other organisations or via self-referral.

GPs can fax referrals and GP Mental Health Treatment Plan to **1300 354 053** or call **1800 862 363** for priority assistance.

Referrals can be made by:

- SEMPHN Access & Referral phone (business hours only): **1800 862 363**
- GPs receive priority assistance
- Fax: **1300 354 053**
- Referral forms (including medical software templates) are available on the SEMPHN website www.semphn.org.au/MHICC
- Other referral forms are accepted if they contain the required information.

Consent is needed for clients to receive services.

MHICC services do not provide after-hours or emergency mental health advice or support.
In case of emergency, call 000.

Background to mental health changes

SEMPHN plays an important yet limited part in the primary mental health system.

In line with mental health reform across Australia, SEMPHN released its Mental Health Stepped Care Model in 2016.

The model was informed by:

- Findings of the National Mental Health Commission's review
- Evidence-based best practice
- Consultation with stakeholders including consumers, health professionals and service providers
- Extensive data analysis.

We are using the Stepped Care Model to guide the commissioning of new flexible services in our region for people with mild/moderate and severe/complex mental health needs.