

1. Purpose

The policy ensures consumers referred to APMHA HealthCare through the PHN funded psychological service programs do not 'fall through the gaps' and that they receive high quality, consistent care that is appropriate to their needs.

2. Scope

This policy applies to APMHA (employees and contractors) involved in Intake and Triage, and Psychological Service Programs. It guides the conduct of staff, from when a consumer is referred to APMHA HealthCare Ltd, through to when a consumer's case is safely closed, or the consumer is transferred to another service. This policy conforms to key funding requirements of PHN programs, the *National standards for mental health services (2010)* and *A National framework for recovery-oriented mental health services*.

3. Policy

APMHA provides a high standard of care. We ensure consumers have a smooth journey through care and transfer them to other services when it is not possible or appropriate for APMHA to help.

3.1 Match consumers with appropriate care

There is no "one size fits all" in mental health care. When GPs or mental health consumers offer information about a presenting condition or other circumstances, they will be respectfully guided to select the most qualified and appropriate psychological services provider or external service that match the needs identified in psychological services intake and triage procedure.

Staff will endeavour to match consumers with a suitably qualified clinician in an appropriate clinical stream.

APMHA supports staff by creating a Clinical Pathways for Psychological Services Client Program Flowchart for each PHN funded program. These flowcharts document the available clinical streams under each program, and these may include:

- General
- Children's mental health (0-12 years)
- Youth
- Perinatal depression
- Residential Aged Care Group support
- LGBTQI
- Aboriginal & Torres Strait Islander
- Culturally and Linguistically diverse people
- Suicide prevention services.
- Disaster support

3.2 Ensure high quality care

APMHA ensures that all clinicians contracted or employed to provide services are appropriately qualified to deliver the high standard of care expected from the Psychological Service Programs. All clinical staff are subject to our [credentialing and workforce policies and procedures](#) that specify requirements for regular supervision and continuing professional development.

Clinical Pathways for PHN Funded Psychological Services Programs Policy

3.3 Ensure consumers do not fall through the gaps

APMHA staff will communicate with all relevant stakeholders involved in supporting a consumer. This is especially important when consumer cases are closed, and staff must communicate with all relevant stakeholders in line with the PHN closure procedure.

3.4 Link consumers with appropriate after care

APMHA ensures that all consumers of the Psychological Service Programs have access to affordable after care, as outlined in the Clinical Pathways for Psychological Services Client Flowchart in the relevant PHN program folder. Consumers are only referred to external services that adhere to the high standards of care APMHA holds for itself.

3.5 Support carers

APMHA supports carers of referred consumers with resources, tools, links to services and support groups, where needed.

4. Definitions

Nil

5. Responsibilities

Program employees and contractors

Program employees and contractors must deliver programs and services as outlined in this policy. Contractors must be credentialed as per the APMHA HealthCare Ltd Credentialing Policy.

Allocations and intake Team

Is the primary interface between the PHN's intake, the allied health professionals and in turn, consumers.

General Manager Service Delivery

Ensures effective mechanisms are in place for streamlined monitoring, implementation and management of quality clinical care and performance and meeting identified targets for quality standards.

Clinical Governance Committee

Oversees and directs all areas of clinical governance, delivers strategic directions and monitors organisational performance.