

Mental Health Care Pathways

Who is this document for?

This document has been developed for settlement workers, primary health care workers, community development workers and community agencies delivering services to refugee and asylum seeker clients in the South Eastern region of Melbourne.

What is this document is for?

This document has been developed to assist workers to determine the most appropriate referral pathway for client mental health support and to assist the referrer in communicating effectively with the mental health service providers.

How to use this document?

This document has distinct levels aimed to address the severity of the client's current presentation.

- Level 1** Emergency presentations require immediate action.
Severe mental health episode, there is a significant impact on a person's functioning, they are experiencing outward symptoms or a risk to themselves or other people due to their mental state.

- Level 2** Acute mental health presentations require timely action.
Serious mental health episode, there is a marked impact on a person's functioning, they are experiencing outward symptoms however not of immediate risk to themselves or other people due to their mental state.

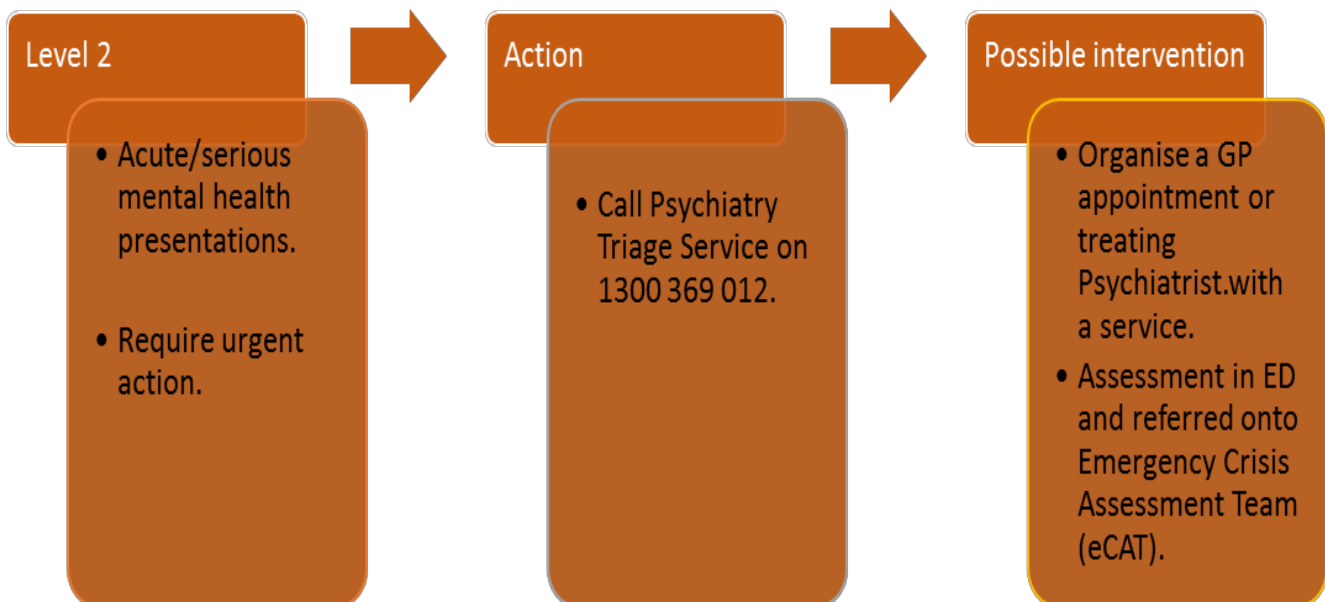
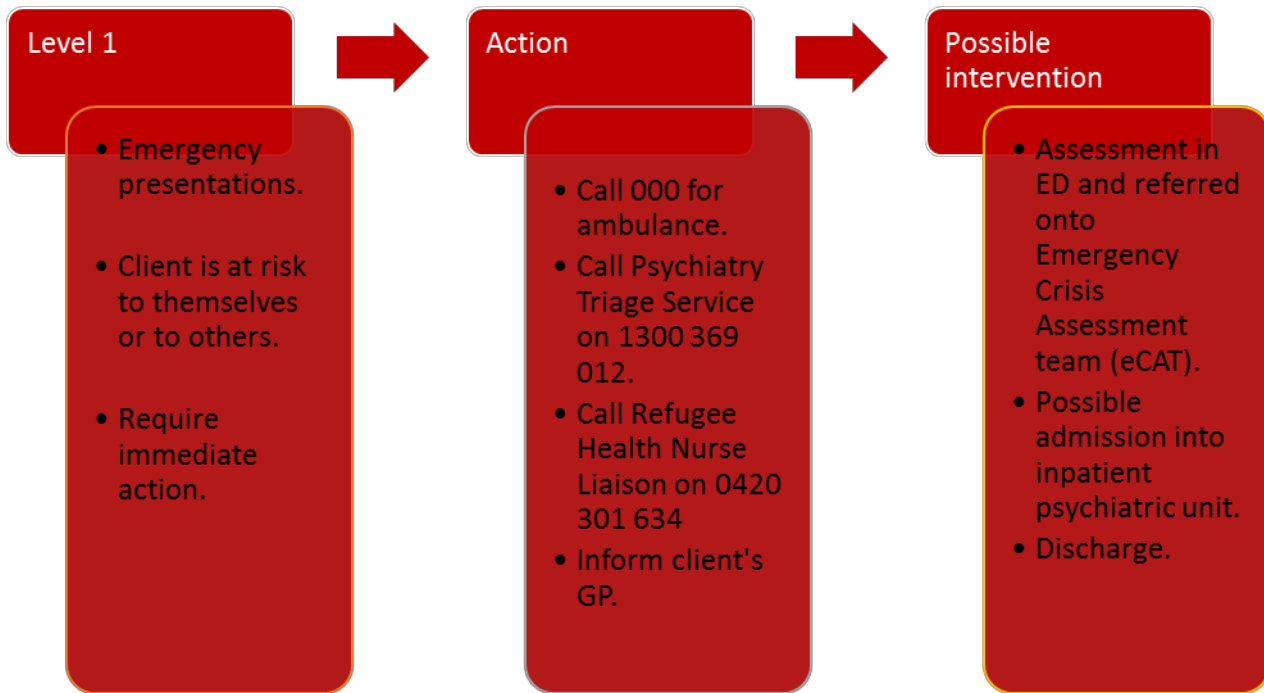
- Level 3a** Torture and trauma presentations require an urgent referral.

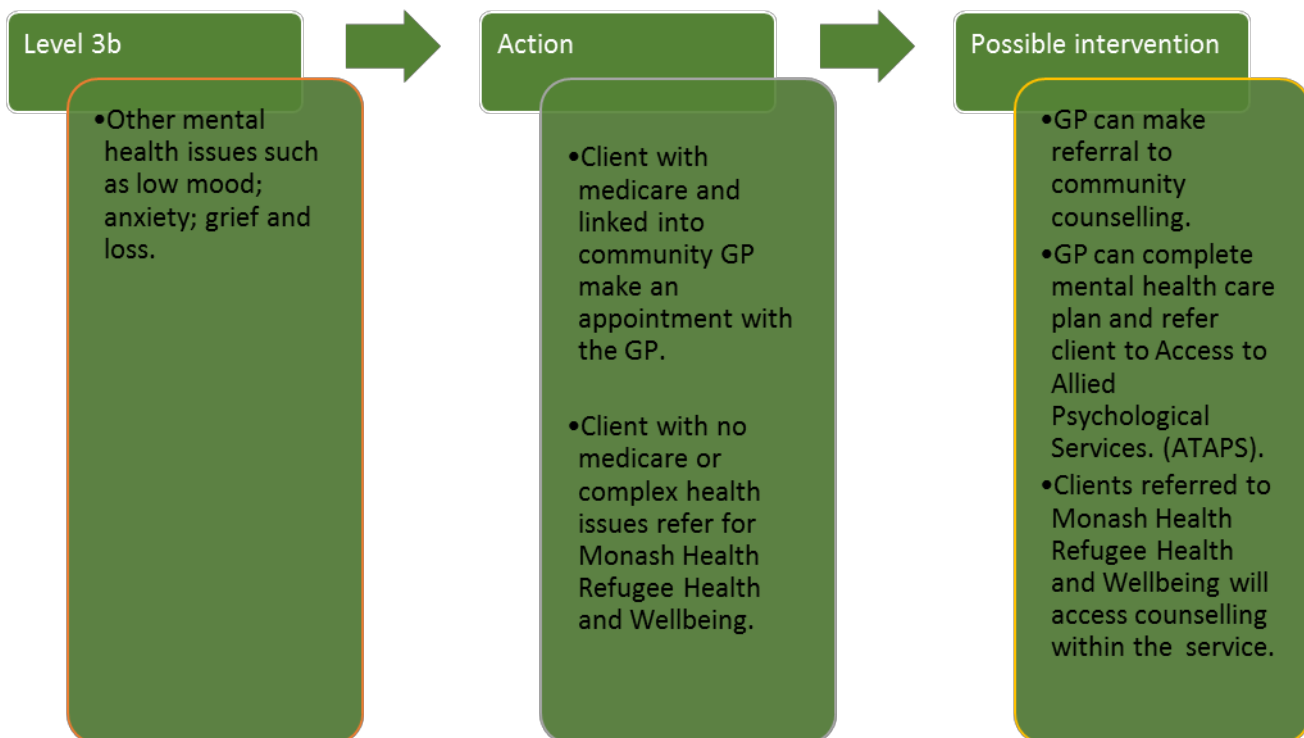
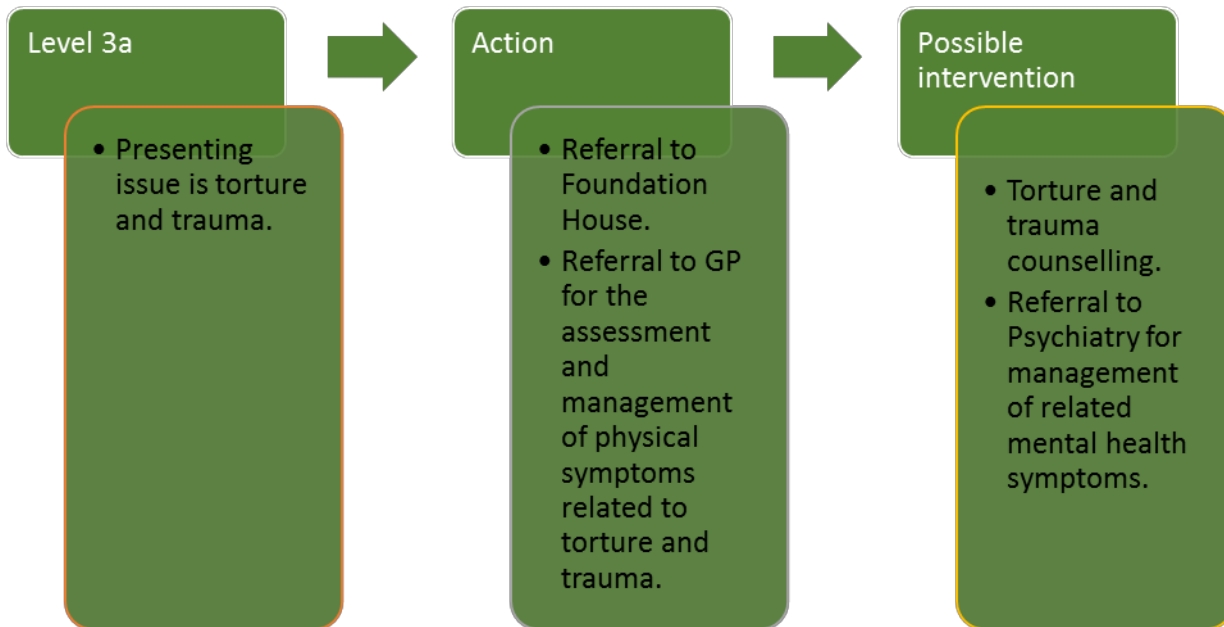
- Level 3b** Composed client presentations require an urgent referral.
Referral agency will be dependent on clients presenting issue.

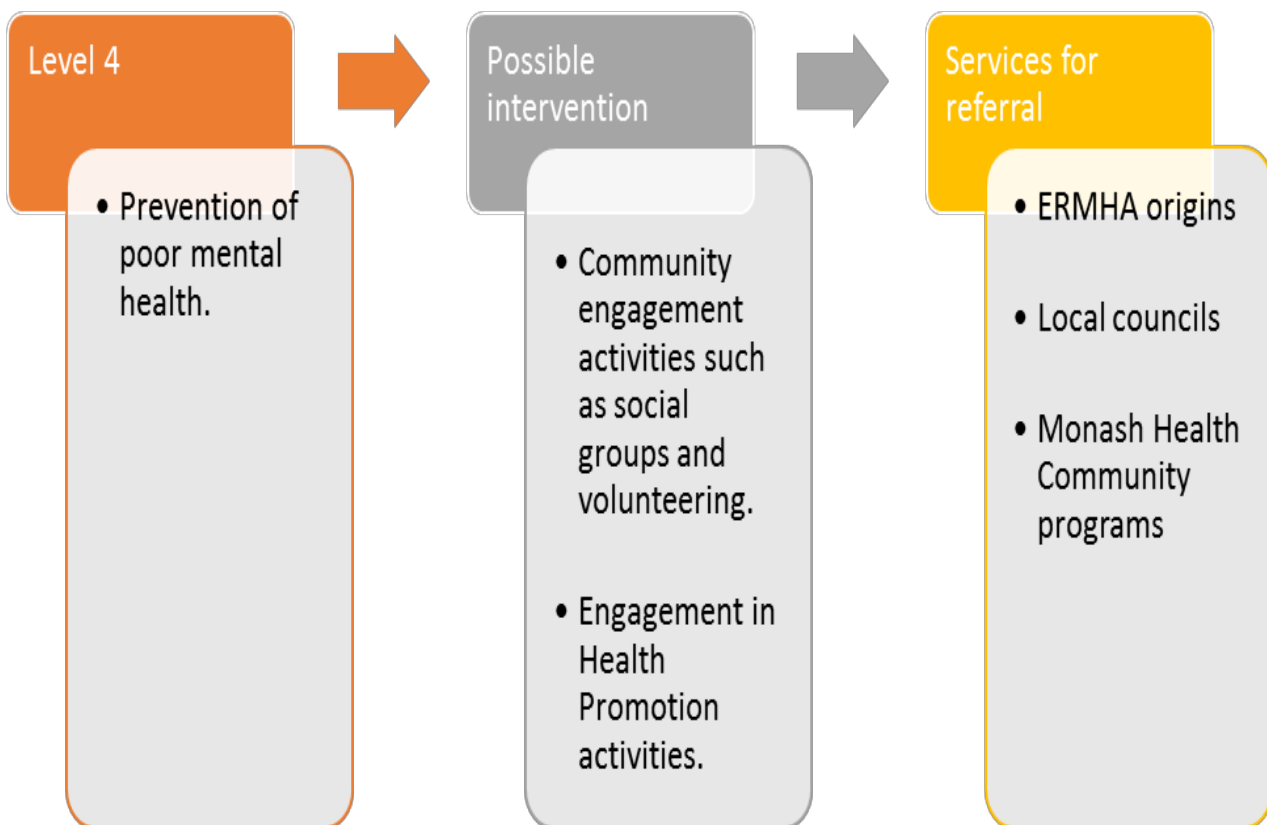
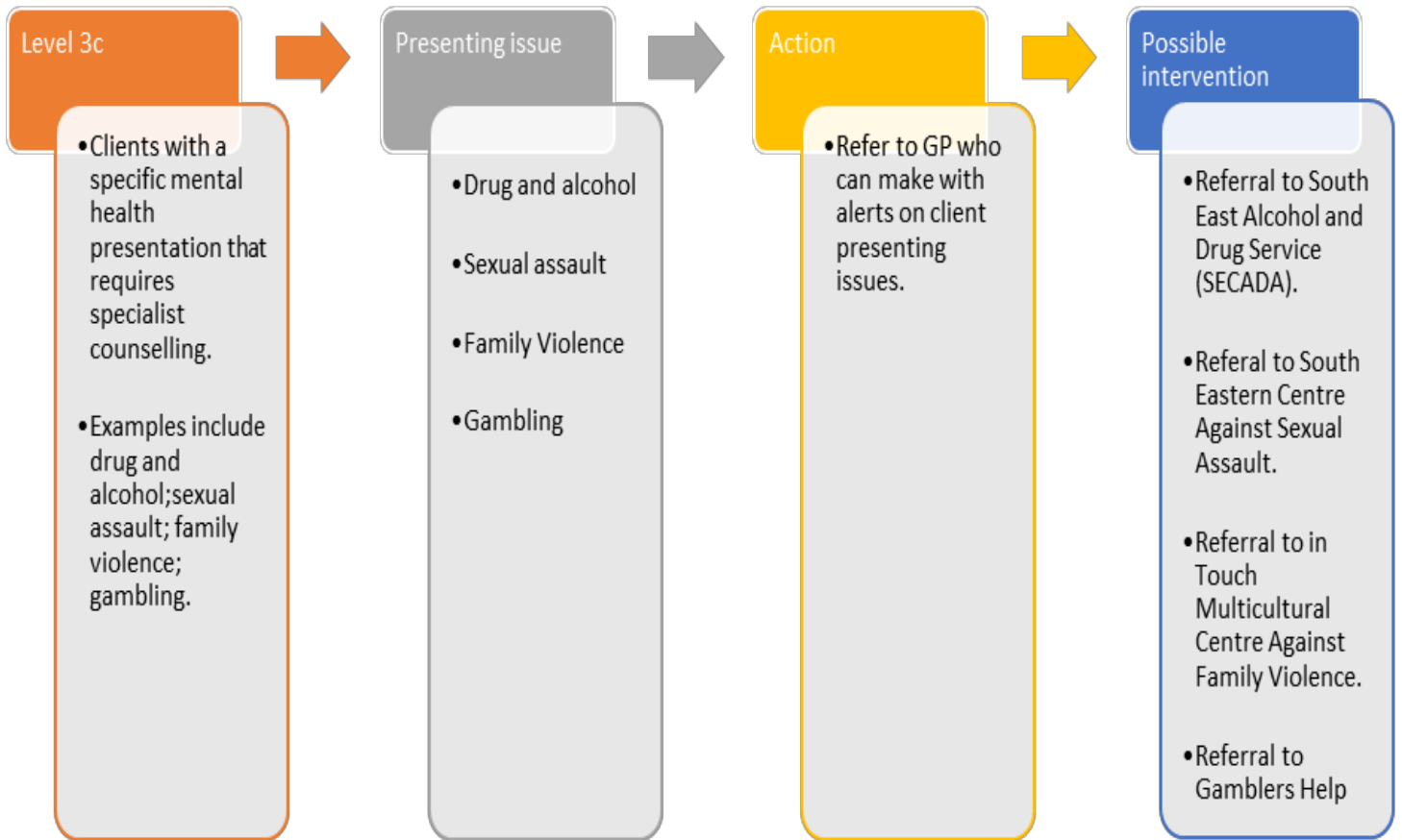
- Level 3c** Clients requiring counselling for a specific issue: sexual assault, victims of crime, substance misuse including alcohol, or gambling issues.

- Level 4** Prevention and health promotion.
These services are aimed at prevention of poor mental health by increasing social and community engagement for individuals. These are non-urgent referrals. Please contact agencies directly for program availability.

Why has this document been developed? This document has been developed to facilitate timely and appropriate access to mental health care.







Service	Contact details
Emergency services	000
Psychiatric Triage service	1300 369 012
Monash Health Refugee Health and Wellbeing	03 9792 8100
Monash Health Community intake	1300 342 273
Foundation House	http://www.foundationhouse.org.au/
SECASA	http://www.secasa.com.au/services/domestic-violence-outreach-unit/
SECADA	http://www.semphn.org.au/secada
Gamblers Help	http://gamblershelpsouthern.org.au/
Headspace	http://headspace.org.au/
ERMHA	http://www.ermha.org/
In Touch	http://intouch.asn.au/