



Medicare Mental Health Stepped Care Continuum

There are a number of Australian Government-funded options* available to people seeking mental health support. These supports are tailored to service all people living in Australia, including priority populations. This document supports consistent, safe and appropriate referral decisions in line with the national stepped care continuum. Medicare Mental Health Check In and Medicare Mental Health Centres are the preferred referral points for callers as they are free and highly accessible.

RECOMMENDED GOVERNMENT-FUNDED REFERRAL POINT BASED ON DETERMINED LEVEL OF NEED				
IAR-DST LEVEL 1	IAR-DST LEVEL 2	IAR-DST LEVEL 3	IAR-DST LEVEL 4	IAR-DST LEVEL 5
Medicare Mental Health Check In (ages 16+) What the service offers - Digital mental health support - Evidence-based Low-intensity Cognitive Behavioural Therapy tools and resources, as well as psychoeducational material - Support from qualified mental health practitioner via telehealth if preferred and/or needed When other referral points may be considered - The help-seeker is not eligible for Medicare Mental Health Check In (15 years and under) - Medicare Mental Health Check In is not suitable or preferred - Culture, language or accessibility needs cannot be met by Medicare Mental Health Check In		Medicare Mental Health Centres What the service offers - In-person short-to-medium term mental health support - Help connecting with ongoing or longer-term free or low-cost support - Help connecting with other services for support into the future, including health, mental health and social supports like housing and employment When other referral points may be considered - A Medicare Mental Health Centre is not locally available or preferred - Culture, language or accessibility needs cannot be met by the Medicare Mental Health Centre - Other more age-appropriate supports are suitable		Crisis, emergency services and specialist community mental health services: Lifeline: 13 11 14 or text 0477 13 11 14 13YARN: 13 92 76 Beyond Blue: 1300 22 46 36 Kids Helpline (ages 5-25): 1800 55 1800 MensLine Australia: 1300 78 99 78 Red Nose Australia Grief and Loss Support Services: 1300 308 307 Suicide Call Back Service: 1300 659 467 1800Respect: 1800 737 732 Butterfly Foundation: 1800 334 673 Witness to War Multilingual Support Line: 1800 845 198
OTHER REFERRAL POINTS BASED ON DETERMINED LEVEL OF NEED- <i>list is not exhaustive and availability may differ depending on location of caller</i>				
Medicare Mental Health website Beyond Blue website Mental Health Online QLife SANE Australia THIS WAY UP Mindspot MOST (ages 12-25) headspace (ages 12-25) Butterfly Foundations Next Steps Program Program of Assistance for Survivors of Torture and Trauma (PASTT)		headspace (ages 12-25) Perinatal Mental Health Centres PHN commissioned services General Practitioners	Perinatal Mental Health Centres PHN commissioned services General Practitioners	

*Please note this guidance provides options for help-seekers aged 12 years and older. Medicare Mental Health Kids Hubs provide support to children aged under 12 with mild to moderate needs.