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New system of care puts people at the centre



The new system of care helps consumers play a greater role in guiding their own mental health care.

People and practitioners will be able to more easily find and access trusted local health services that match their needs, through the new North Western Melbourne Primary Health Network (NWMPHN) System of Care webpage.

People in our community, their family and carers, and health professionals can visit nwmpnhn.org.au/health-systems-capacity-building/system-of-care to find a flexible mix of evidence-based services commissioned by NWMPHN related to mental health, alcohol and other drugs, dual diagnosis and suicide prevention.

Service options are tailored according to condition type and individual circumstances, and people can adapt the mix or intensity of services at any time as their needs change.

People can directly access online and phone support for wellbeing support and low intensity mental health conditions. Where a more targeted service or referral is needed, the relevant information and links are provided.

NWMPHN CEO Adjunct Associate Professor Christopher Carter said the new page would help empower people to understand and direct their own care journey, improving both their experience with the system and effectiveness of the care they receive.

“We’ve been using a person-centred approach to inform how we commission services in the mental health, AOD and suicide prevention space for some time, which has been instrumental in their success in the community,” A/Prof Carter said.

“What this web page does is open up this approach to people outside our organisation, so they can take a more active role in creating a care package that is right for themselves or for their patients.”

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@NWMelbPHN and on



<http://www.facebook.com/nwmpnh> or



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ABOUT PHNs

Funded by the Commonwealth Department of Health, PHNs began operation on 1 July 2015 and are responsible for coordinating primary health care and facilitating improved health outcomes in their local community. Melbourne Primary Care Network operates the North Western Melbourne PHN.

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We acknowledge the peoples of the Kulin nation as the Traditional Owners of the land on which our work in the community takes place. We pay our respects to their Elders past and present.

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