

REFERRAL PROCESS PSYCHOLOGICAL SERVICES



Referral is made

- Self-Referral
- Family and Friends
- Community Visitors
- All Residential Aged Care Staff
- GP
- Aged Persons Mental Health Services



RN/GP Confirms diagnosis or identifies that person is at risk

- Considers physical health needs relevant to mental health
- Reviews likelihood of delirium
- Identifies whether history of dementia exists



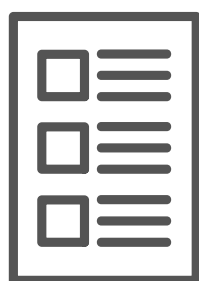
Referral is made to Better Place Australia

- Complete Better Place Referral Form
- **Email Referral and Resident's Medication Chart to:**
intake@betterplace.com.au
- To speak with a member of our Better Place Assist Team 1800 639 523



Better Place Australia

- Better Place Australia will receive the referral
- Better Place Australia identifies which treatment is most suitable
- Better Place Australia completes an assessment/triage to identify level and type of service
- Better Place Australia will arrange face-to-face, tele-health or phone services



Reassessment if necessary, after services

If the resident is deteriorating or not responding to treatment, referral to other services may be required

CONGRATULATIONS! YOUR REFERRAL HAS BEEN RECEIVED

For further information, please call
Rhonda Withers on
03 9556 5333
or via email rhonda.withers@betterplace.com.au