



Standing Committee on Health and Community Wellbeing

Inquiry into Annual and Financial Reports 2022-2023

ANSWER TO QUESTION TAKEN ON NOTICE

Asked by **MR MICHAEL PETERSSON MLA** on 21 November 2023: **MS KATIE MCKENZIE** took on notice the following question(s):

Reference: Hansard uncorrected proof transcript 21 November 2023 [PAGE 8]

In relation to: Mental health crisis support triage process

1. Now are there any instances where Access Mental Health, PACER or the HAART team might decide not to visit someone who is having a mental health crisis and who has been assessed as needing support?
2. For the people that are assessed as needing that support though, are they always seen?

MINISTER DAVIDSON: The answer to the Member's question is as follows:

1. The Access Mental Health team (AMHT) operates as the initial point of contact for persons requiring mental health services and support. AMHT partners with consumers and their carers by providing accurate and timely assessment of health needs, facilitating an appropriate level of support and a plan for follow up care. The HAART team, inclusive of PACER will attempt to locate and meet with any person who falls within a category A to D triage rating.

All encounters receive the attention of the mental health service, no case is ignored and those people that need to be seen are followed up assertively.

2. There are rare occasions when a person will not be seen by HAART within a specified triage response time frame, typically these situations are when the person cannot be located in the community, or they instead present to hospital on their own accord.

There are also occasions where the response to a person who is in crisis will be informed by a multi-agency response guide (MARG) arrangement, where the welfare of the person is still considered but an agreed plan is followed.

AMHT employs a triage scale that has been adapted from the United Kingdom Mental Health Triage Scales. The triage process includes assessment of need and risk and involves actively listening to the consumer, considering collateral information from carers, GP's and Nominated Persons and consulting relevant health notes. The triage scale assists the AMHT staff to determine an appropriate and timely level of care for the consumer.

The response is assigned to PACER for category A, to HAART for categories B to D, to ACCESS Mental Health Comprehensive for category E, and to GP for category F. The triage categories scale is as follows:

Category A – Emergency – immediate response

Category B – Crisis – within two hours

Category C – Priority – within 24 hours

Category D – Semi Urgent – within 72 hours

Category E – Non-Urgent – within 14 days

Category F – Referral to General Practitioner

Approved for circulation to the Standing Committee on Health and Community Wellbeing

Signature:



Date: 7/12/23

By the Acting Minister for Mental Health, Rachel Stephen-Smith MLA