

IWC Indigenous Stepped Care Program

ISCP GP Process Quick Guide



GP Referral

- The referring GP completes the Indigenous Stepped Care Program (ISCP) Referral Form and Mental Health Care Plan, and referral documentation is forwarded to IWC via:
 - Medical Objects (*SI46700007L*); or
 - Fax: 07 3811 6459; or
 - Email to indigenussteppedcare@iwc.org.au (encrypted referrals only).
- The referring GP will receive an “Acknowledgement of referral” letter within five (5) business days as a receipt.
- IWC ISCP staff undertake an eligibility check and intake process to ensure client is eligible.
- If the client is eligible, he or she will be contacted for an appointment with the IWC ISCP Coordinator for assessment and enrolment. *Note: The client will be offered the next available appointment for the assessment. For clients assessed as severe or high-risk of suicide, contact will be made in within two (2) business days of receipt of referral.*
- If the client is ineligible, he or she will be contacted and advised of this.
- The referring GP will receive a letter from the IWC ISCP advising the outcome of the intake and assessment process (i.e. approved / not approved / additional information required).



Service Provision

- Once the client is enrolled in the program, services are arranged as per the referral and the outcome of the initial assessment.
- IWC ISCP provides written confirmation of funding approval to the service provider, as well as copies of the GP referral documentation (where appropriate).
- The referring GP receives a copy of the funding approval letters to remain apprised of client progress.
- IWC’s ISCP staff inform the client when the services have been arranged.



Feedback to GP

- On completion of six (6) sessions with the psychologist (or other approved provider), the treating clinician provides written feedback to the referring GP. *Note: If additional sessions are required, please advise IWC ISCP and the treating psychologist. This does not require a formal written referral and can be arranged by phone or email.*
- On completion of 12 sessions, the psychologist (or other approved provider) must provide written feedback to the referrer.
- Following the receipt of the report, the referrer GP will consider the need for additional treatment under “Exceptional Circumstances” provisions and issue a referral for up to an additional six (6) service contacts. *Note: Sessions 13-18 are subject to assessment / approval by the IWC ISCP Coordinator.*