

1. Is the Psychological Support Service (PSS) changing?

No. PSS itself is not changing. The change relates only to how the program is contracted and managed by CESPHN.

2. What exactly is changing on 1 July 2026?

CESPHN is moving to a single Lead Agency model. APMHA HealthCare Ltd will be the Lead Agency and Lilly Pilly Counselling (LPC) will be subcontracted by APMHA to continue delivering a small portfolio of targeted PSS services such as the La Perouse clinic and student clinics.

3. Will referral processes change?

Yes. The e-Referral Form will be the preferred referral pathway for PSS. The online referral form and GP software templates will be phased out.

4. What is the e-Referral Form?

The e-Referral SmartForm and web-based form enables GPs, health professionals, and service providers to refer their patients to tailored mental health supports that meet their needs. The form is available via HealthLink software for GPs and at this [link](#) for health professionals.

5. Where can I find more information on the e-Referral Form?

You can find further information on the e-referral form on the CESPHN website [here](#), and from the Medicare Mental Health e-Referral Form FAQ site [here](#).

6. How do I use the e-Referral Form to refer to PSS?

When completing the e-Referral Form, clearly identify that the patient/client you are referring would like to engage in the Psychological Support Service (PSS) by inputting it on the form in the "Reason for Referral" section. Things to note:

- National e-Referral goes to the Medicare Mental Health Phone Line (MMHPL), **not directly to CESPHN**.
- MMHPL clinician calls patient first to complete the referral process before it comes to the CESPHN mental health intake team. **If this step is not completed a referral does not proceed.**
- If you do not name PSS as a preferred service, the CESPHN team will recommend alternative suitable services, and the client will choose their preferred option.
- The e-Referral does not allow selecting a specific service so please add what is needed to "Reason for referral." Such as:
 - Name of CESPHN service you are requesting, e.g., PSS
 - Presenting concerns and referral goals.
 - Preferred provider *if applicable for PSS*.
 - Add any supportive documentation i.e., mental health treatment plans, assessments or hospital documentation.

7. Are eligibility criteria changing?

No. Eligibility criteria remain unchanged, including mild to moderate mental health presentations, income thresholds, location requirements, and priority population groups.

8. Will existing clients be affected?

No. All current clients will maintain their existing episodes of care, which will be completed without disruption.

9. Will there be any interruption to service delivery?

No. CESPHN has worked with APMHA and LPC to ensure full continuity of care throughout the transition.

10. Is the La Perouse Clinic closing?

No. The La Perouse Clinic and Model will remain operational in FY26/27, delivered by LPC.

11. Will clinicians continue working in PSS?

Yes. Most clinicians currently delivering PSS will continue.

12. Will I still be able to select a preferred clinician for my client?

Yes. You will still be able to identify a preferred clinician during the referral process by nominating them on the e-Referral form in the "Reason for Referral" section.

13. Why is CESPHN making this change?

The change is intended to consolidate governance arrangements, strengthen the quality and consistency of the program, and enable streamlined referrals via the National Mental Health e-Referral system.

14. Do referrers or service partners need to do anything?

No. Referrers and consumers should continue to engage with and refer into PSS as usual, via the e-Referral form.

15. Who do I speak to about these changes?

You can continue to send all enquiries to the CESPHN Mental Health Intake team at mentalhealth@cesphn.com.au or by calling 1300 170 554.