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## ENQUIRY TO BLUEHUB

Members can self-refer, be referred by treating provider, other support person, Victoria Police, TPAV, AFP, or AFPA.

Submit enquiry or referral via web form at [bluehub.org.au](http://bluehub.org.au) and TPAV will initially assist.

Please note BlueHub does not provide acute crisis response. Contact 000, Lifeline 13 11 14, or police agency support.



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## BLUEHUB INTAKE

TPAV will provide referral to Phoenix Australia's BlueHub Intake Clinician.

Members complete brief intake phone interview to determine eligibility and suitability for BlueHub services.

If deemed not suitable for BlueHub, alternative options will be discussed and provided for members.



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## REFERRAL TO HUB

The Intake Clinician will coordinate for the member to be allocated to a specialised BlueHub Clinician, who will conduct a clinical assessment.

The Intake Clinician will provide relevant BlueHub information, consent forms, and self-report measures to the member to complete before the clinical assessment.



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## ASSESSMENT & TREATMENT PLAN

The BlueHub Clinician will conduct clinical assessment.

The Clinician will establish a *Treatment Plan*, that will include recommendations.

An *Assessment Summary Letter* will be provided to the member's GP and if WorkCover funded, then the employer's Injury Management Consultant and the WorkCover Agent.



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## TREATMENT

When available, members will commence treatment with the assessing BlueHub Clinician.

Evidence-based treatments will be discussed and provided.

Treatment duration will be identified in treatment plan.

Sessions will typically be 50-60 minutes and initially offered weekly.



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## DISCHARGE

Treatment outcomes will be reviewed with the member.

A *Discharge Plan* and timeframe will be discussed with members, and provided to their GP, IMC, and WorkCover Agent.

Ongoing external support options will be discussed.

Members complete self-report outcome measures.