Referral Pathway

Proposed referral Pathway for Stepping Stones services from October 2026

Stepping Stones ORGANISATION (MENTAL HEALTH)

Referral Received

Self Referral Form

Online Referral Form

Referral Line

Drop-In Referral

Agency Referral

Assessment

Counselling callback

Inapropriate Referral Rejected

Eligibility for Service Wait Lists

Assess if received mental health Support within last year?

- If PCC for bereavement must be over 6 months ago or complete Groups / Education first

No

Only eligible to add to waitlist for Groups / Education / PCC *

Yes

Eligible to add straight to waitlist for Groups / Education / IS / PSW / GSH / EGSH / PCC*

Added to Wait List

Offer Groups / education of PCC - Advise of wait times, drop-ins, info sessions and Peer Support

Not willing to try Groups or Education first model....

Referral Rejected

Willing to try Groups or Education first model....

Add to Group and/or Education Wait Lists

Offer service - Advise of wait times

Add to Any Wait Lists