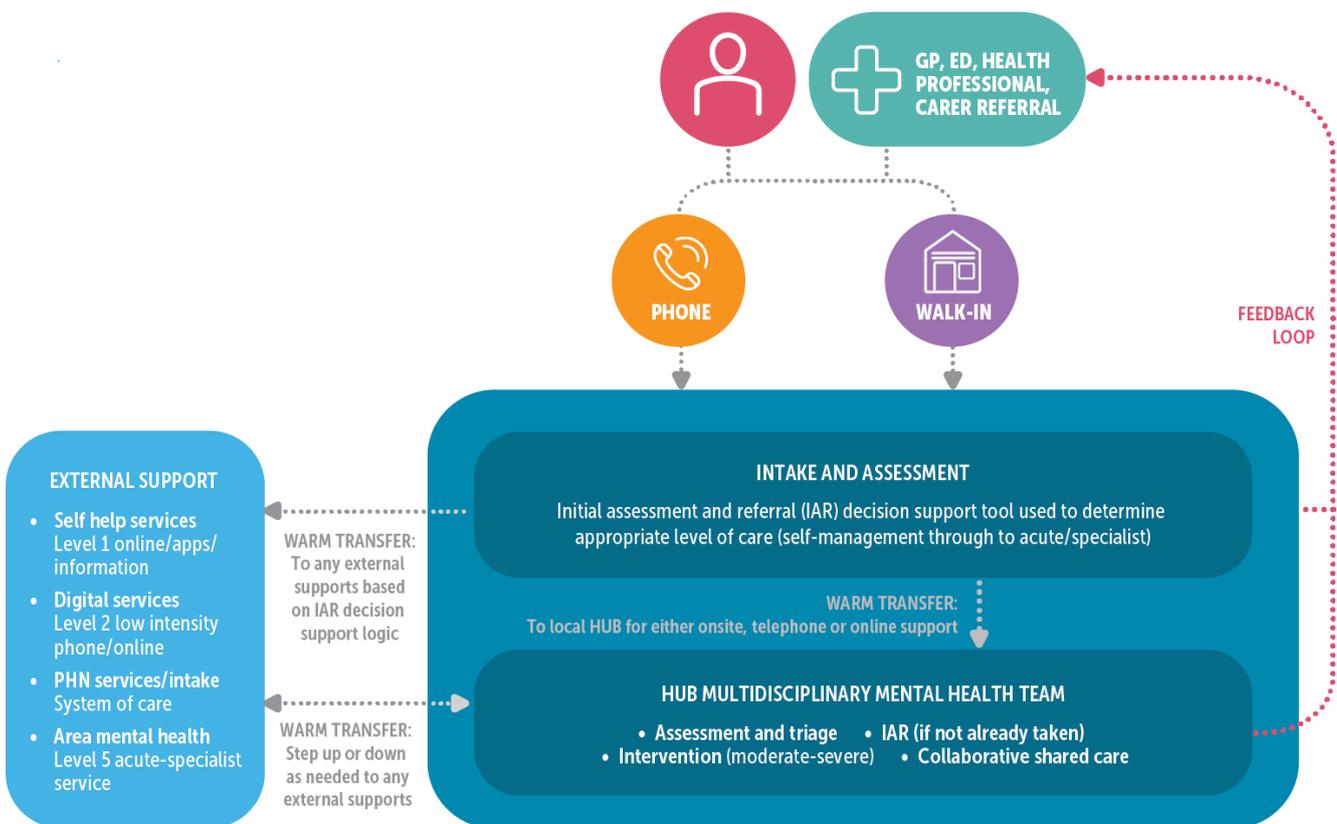


INFORMATION FOR SERVICE PROVIDERS

HeadtoHelp provides advice and a welcoming place for all Victorians who need mental health and wellbeing support.



Who can use HeadtoHelp?

HeadtoHelp may be used by all people currently living in Victoria; access is not dependent upon visa or immigration status. **HeadtoHelp is not a crisis service.**

Why should I use HeadtoHelp?

- Not sure what service someone needs
- Need support to determine the type of mental health care an individual needs
- Need advice about how to access lower intensity supports and services

How can I refer my clients/patients to HeadtoHelp?

1. The person (or the referrer) calls the HeadtoHelp central intake number on **1800 595 212**.
2. HeadtoHelp mental health professionals complete an initial assessment to understand the level or intensity of care most suitable for the person's situation (using an Initial Assessment & Referral decision support tool, IAR-DST).
3. The person is referred to appropriate service(s) matching their level of need and circumstances. This may include existing PHN-

commissioned programs such as CAREinMIND™ services, other low/no-cost services, or a service where they consent to pay a fee. Some people, where they have more complex needs, may be referred to a HeadtoHelp hub.

Hours of operation and call back

HeadtoHelp intake operates from **8.30am to 5pm Monday to Friday**. Please note, HeadtoHelp is not a crisis service. If **1800 595 212** is busy, callers during business hours will be given the option of leaving a message and receiving a call back. After hours callers will hear a recorded message asking them to call back during opening hours and giving them Beyond Blue's 1300 number if they want to speak with someone right away.

HeadtoHelp hubs

HeadtoHelp hubs will support people with moderate to complex mental health issues by providing mental health services, care coordination and service navigation. As HeadtoHelp hubs are scaled up they will include multidisciplinary teams of mental health workers that may include psychologists, mental health

nurses, social workers, and alcohol and drug workers, who will coordinate with the patient's regular GP – or help them find a regular GP if they do not have one.

HeadtoHelp intake and hubs are free services

There is no cost for the HeadtoHelp intake or if receiving services at a HeadtoHelp hub. If we believe a person will benefit from support from another provider, where possible we will ensure this is also a free or low-cost service. HeadtoHelp will take into account a person's financial concerns when recommending other support outside of HeadtoHelp and may recommend fee paying services if appropriate.

Locations and telehealth

People in the north, west and centre of Melbourne, who need to be seen at a hub, will be able to access HeadtoHelp mental health hubs in Wyndham Vale, Broadmeadows and Brunswick East. Phone and online interventions will also be available via telehealth at all hubs.

If you have a patient who needs support to get back on track call the HeadtoHelp intake on 1800 595 212.

We acknowledge the traditional owners of the land on which we work and live. We pay our respects to their Elders past, present and emerging, and extend that respect to all Aboriginal and Torres Strait Islander people.

HeadtoHelp hubs are operated through the Victorian PHN Network, an Australian Government initiative.