

## Head to Health – FAQs FOR GENERAL PRACTITIONERS

### What is happening with the transition from HeadtoHelp to Head to Health?

HeadToHelp is now Head to Health.

The Australian Government is rolling out the previously named Head to Help model, developed by Victorian PHNs, under the Head to Health brand, across Australia – this will include new hubs in NSW and the ACT. Visit [www.headtohealthVIC.org.au](http://www.headtohealthVIC.org.au)

#### **Q. Will Head to Health be different to how I currently work with patients who may need ongoing mental health support?**

The service model remains the same. Head to Health hubs will continue to have multidisciplinary teams of mental health workers, including psychologists, mental health nurses, social workers, and alcohol and drug workers. These teams will continue to coordinate with a patient's regular GP or help them find a regular GP if they do not have one. The service is accessible to the consumer, and it recommends low to high intensity service options from across the state, Commonwealth and private mental health care system depending on need.

All hub providers will continue to operate in a collaborative care manner and will assist you in determining the level of mental health support appropriate for your patient or consumer.

#### **Q. How will the Head to Health mental health hubs work with general practice?**

Other than rebranding, there is no change to the way Head to Health hubs will operate. Head to Health remains an additional service option to help you manage the number of patients experiencing stress and anxiety.

#### **Q. Will the intake phone number stay the same?**

The 1800 595 212 number will continue the same intake service, providing support for your patients with the appropriate level of mental health care.

#### **Q. Will Head to Health remain a free service?**

Head to Health remains a free service. If you have a patient who needs support to get back on track, you can refer them to Head to Health on 1800 595 212.

#### **Q. What health care services are available from Head to Health?**

Each hub will continue to have a multidisciplinary team from a variety of professional backgrounds delivering a range of service types. Depending on local needs, hubs may have GPs and mental health workers, including psychologists, mental health nurses, social workers and alcohol and drug workers, who can support people onsite at a hub through telehealth or referral to other services.

To find out more go to: [headtohealthvic.org.au](http://headtohealthvic.org.au)

Head to Health is a collaborative initiative of Victoria's Primary Health Networks and funded by the Australian Government.

The central intake will use the Initial Assessment and Referral (IAR) decision support tool (see below).

- People with level 1 and 2 needs will be connected to existing lower intensity services.
- Those with Level 3 and 4 needs may receive care at the hubs, either onsite or through telehealth or other more suitable services.
- Level 5 will be connected to specialist or acute mental health services, including emergency care or an area mental health triage.

### **Q Do I need to write a referral for my patients for this service?**

No. In the first instance, please call Head to Health on 1800 595 212. Our mental health team may request further information to assist your patient in accessing the most appropriate care. If your patient will receive intervention in the hub, you will be contacted for additional information and shared care planning.

### **Q Will my patients need a mental health care plan to access Head to Health services?**

No, not in the first instance. However, should your consumer need a mental health treatment plan to access other mental services, a Head to Health team member will contact you.

### **Q What is the process if Head to Health has directed my patient to another mental health care provider? Will this be reported back to me?**

Yes, with consumer consent, the outcome of all your referrals will be communicated back to you.

### **Q Will support for my patient be face-to-face, or is there an option for telehealth?**

We will help determine the level of care your patient needs – this may include online telehealth or face to face options as suitable. All face to face services will be held in a COVID-safe environment.

### **Q Will I receive feedback on my patient's care from other providers?**

Yes. We encourage the use of shared care plans through a consumer's mental health journey.

### **Q What hours is Head to Health available?**

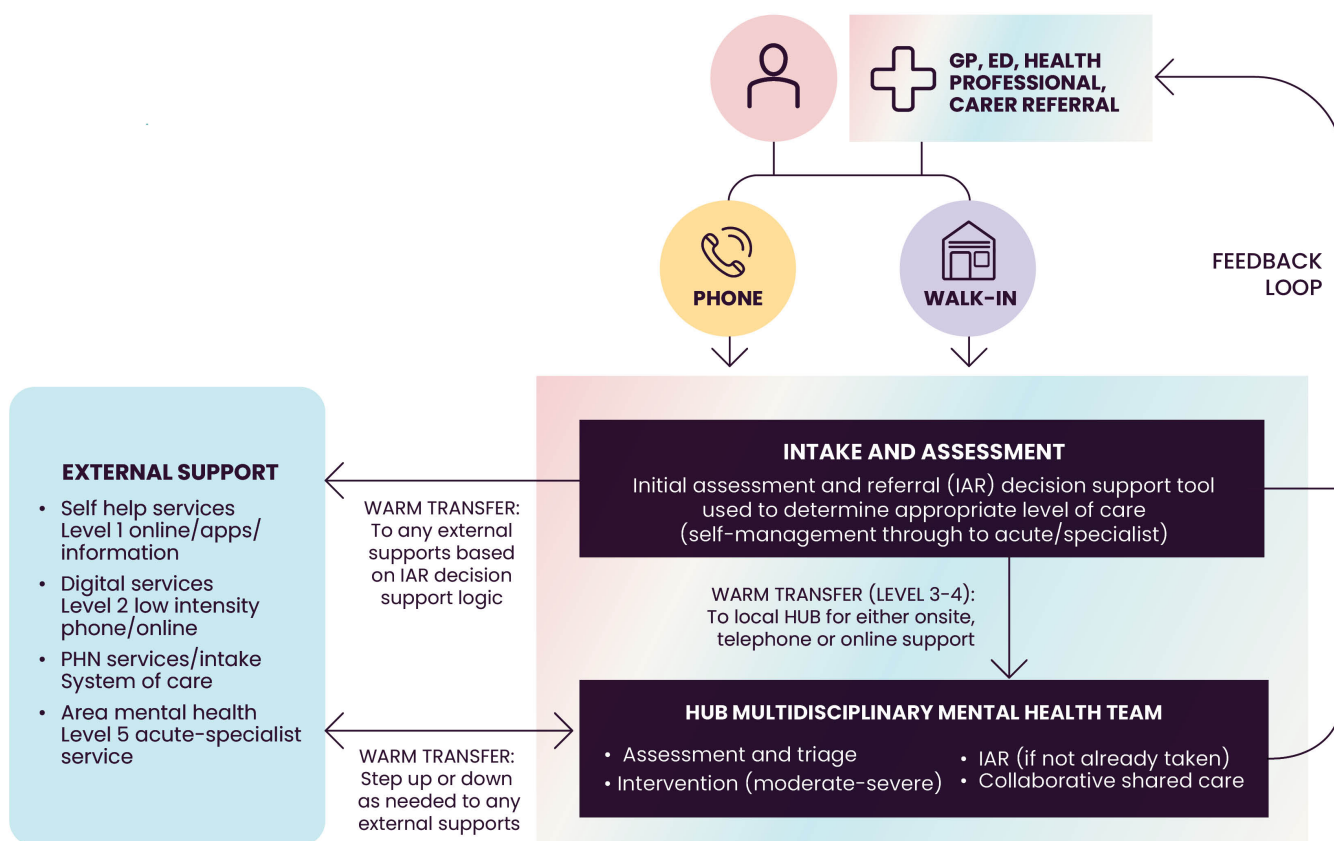
**Head to Health is not a crisis service**, so services operate from 8.30 am to 5.00 pm Monday to Friday. Callers during business hours will have the option to leave a message and receive a call back, while after hours, callers will hear a recorded message with details of other appropriate services.

**FOR MORE INFORMATION: email [centralIntake@nwmphn.org.au](mailto:centralIntake@nwmphn.org.au)**

To find out more go to: [headtohealthvic.org.au](http://headtohealthvic.org.au)

Head to Health is a collaborative initiative of Victoria's Primary Health Networks and funded by the Australian Government.

## Procedures for health care providers



## Initial Assessment and Referral (IAR)

### LEVELS OF CARE

Level of Care 1 Self Management	Level of Care 2 Low Intensity	Level of Care 3 Moderate Intensity	Level of Care 4 High Intensity	Level of Care 5 Acute and Specialist
<p>Typically no risk of harm, experiencing mild symptoms and/or no /low levels of distress- which may be in response to recent psycho-social stressors.</p> <p>Symptoms have typically been present for a short period of time.</p> <p>The individual is generally functioning well and should have high levels of motivation and engagement.</p>	<p>Typically minimal or no risk factors, mild symptoms/low levels of distress, and where present, this is likely to be in response to a stressful environment.</p> <p>Symptoms have typically been present for a short period of time (less than 6 months but this may vary).</p> <p>Generally functioning well but may have problems with motivation or engagement. Moderate or better recovery from previous treatment</p>	<p>Likely mild to moderate symptoms/distress (meeting criteria for a diagnosis).</p> <p>Symptoms have typically been present for 6 months or more (but this may vary). Likely complexity on risk, functioning or co-existing conditions but not at very severe levels.</p> <p>Also suitable for people experiencing severe symptoms with mild or no problems associated with Risk, Functioning and Co-existing Conditions</p>	<p>A person requiring this level of care usually has a diagnosed mental health condition with significant symptoms and/or significant problems with functioning.</p> <p>A person with a severe presentation is likely to be experiencing moderate or higher problems associated with Risk, Functioning and Co-existing Conditions.</p>	<p>A person requiring this level of care usually has significant symptoms and problems in functioning independently across multiple or most everyday roles and/or is experiencing:</p> <ul style="list-style-type: none"> <li>Significant risk of suicide; self-harm, self-neglect or vulnerability.</li> <li>Significant risk of harm to others.</li> <li>A high level of distress with potential for debilitating consequence.</li> </ul>
Evidence based digital interventions and other forms of self-help	Services that can be accessed quickly & easily and include group work, phone & online interventions and involve few or short sessions	Moderate intensity, structured and reasonably frequent interventions (e.g., psychological interventions)	Periods of intensive intervention, typically inc. multi-disciplinary support, psychological interventions, psychiatric interventions and care coordination	Specialist assessment and intensive interventions (typically state/territory mental health services) with involvement from a range of mental health professionals

Australian Department of Health, National Initial Assessment and Referral for Mental Healthcare Guidance, 2019

To find out more go to: [headtohealthvic.org.au](http://headtohealthvic.org.au)

Head to Health is a collaborative initiative of Victoria's Primary Health Networks and funded by the Australian Government.



**1800 595 212**

# HEAD TO HEALTH



## Have a conversation

- You will be welcomed by a health care professional and asked a range of questions about you and your situation.
- Safety is paramount, so we will ask you questions about your safety and the safety of other people around you.
- The information you provide will assist us to understand what support may best fit your current needs.



## Determine the level of help that you need

Help is available if you need mental health support.

- If you're generally coping well but need some coaching or information, phone or online services may help.
- If you're distressed, have felt this way for some time, or symptoms are starting to impact your life, physical health, or relationships we can direct you to services that can assist.
- If you are really having a tough time, and it's been going on a while, or feel vulnerable and at breaking point, there are a range of services to support you.



## Connect to the best service for you

- Some options for your treatment and care may include:
  - a few short sessions with a skilled therapist or structured therapy with a mental health professional
  - a range of care or treatment from various health providers, working together
  - practical support such as social connections and other advice.
- Your treatment and support may be organised through existing services and providers in the community or at one of the HeadtoHelp hubs.
- We can support you to get back on track.

If you are severely ill and/or in a situation of imminent risk, emergency services may be coordinated to help you access the closest specialist care within your area.

## Finding services in the North Western Melbourne PHN area

A comprehensive list of mental health service and wellbeing support services are available on [HealthPathways Melbourne](#). You can also refer to the [system of care](#) directory for a range of mental health, AOD and suicide prevention services commissioned by North Western Melbourne PHN in our region.

To find out more go to: [headtohealthvic.org.au](http://headtohealthvic.org.au)

Head to Health is a collaborative initiative of Victoria's Primary Health Networks and funded by the Australian Government.