

Head to Health – Information for service providers

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 –including new hubs in NSW and the ACT.

See www.headtohealthVIC.org.au

Q. Who can use Head to Health?

Anyone of any age, including children, young people and older adults, families and carers, can contact Head to Health. Even if you have never sought help before, Head to Health is here for you.

Q. Is Head to Health a free service?

There is no cost for using the Head to Health central 1800 595 212 intake, advice and referral service, or if a person is referred to a Head to Health hub. However, not everyone will be suitable for treatment at a hub. If we believe a person will benefit from support from another provider, we will take into account a person's financial concerns and may recommend fee paying services if appropriate.

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.

Q. Why should I use Head to Health?

- 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.

Q. How can I refer my clients/patients to Head to Health?

1. The person (or the referrer) calls the Head to Health central intake number on 1800 595 212.
2. Head to Health 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).

To find out more go to: headtohealthvic.org.au

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

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 or 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 HeadtoHealth hub.

Q Locations

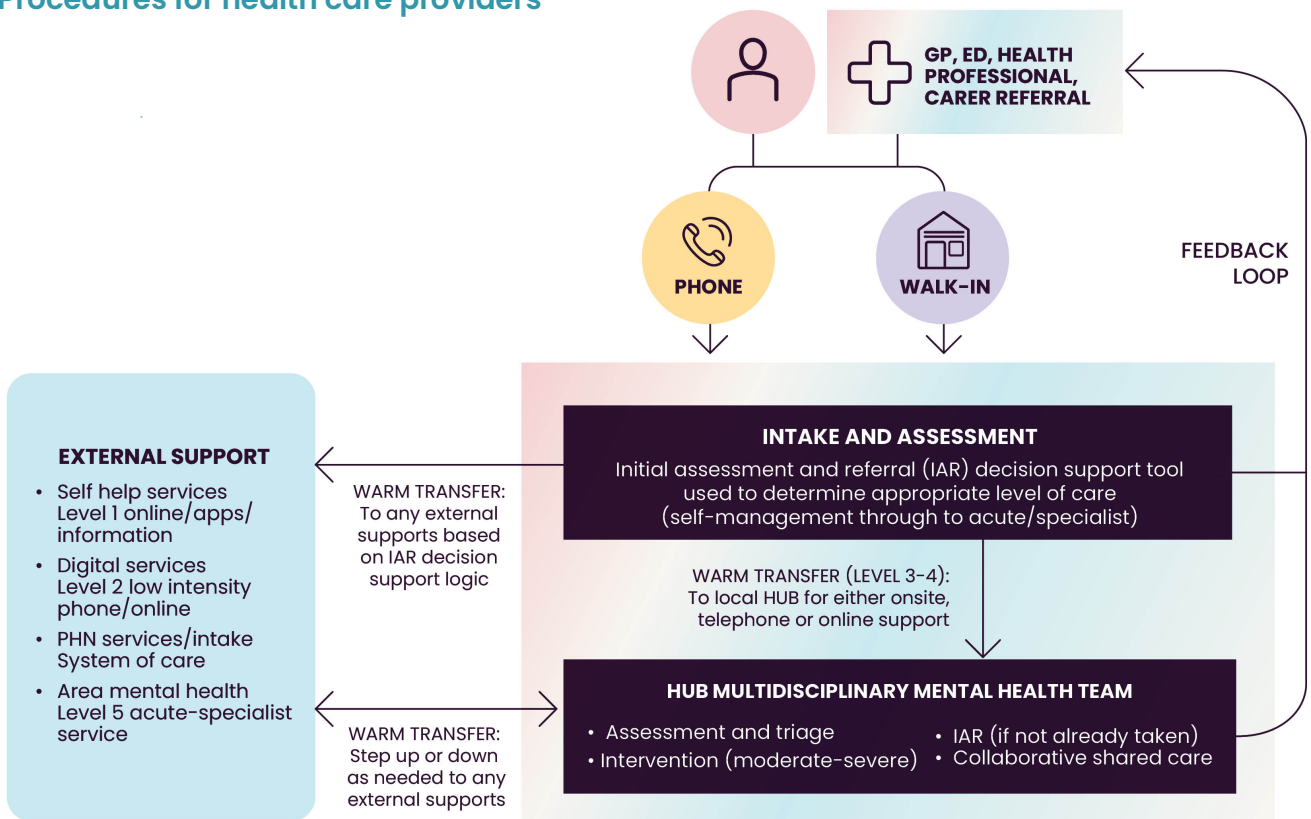
Head to Health services are available in locations across Victoria. Find the one closest to you at www.headtohealthvic.org.au/our-locations

People in the north, west and centre of Melbourne, who need to be seen at a hub, will be able to access Head to Health mental health hubs in Wyndham Vale, Broadmeadows and Brunswick East.

Q Will support be face-to-face or is there an option for telehealth?

We will help determine the level of care a person 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.

Procedures for health care providers



To find out more go to: headtohealthvic.org.au

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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.

FOR MORE INFORMATION

Visit headtohealthVIC.org.au or nwmpnh.org.au/our-work/mental-health/head-to-health/

Or email centralintake@nwmpnh.org.au

To find out more go to: headtohealthvic.org.au

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Australian Government
Department of Health

phn

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