

Head to Health – FAQs FOR CONSUMERS

Q. Who can contact Head to Health?

Head to Health is for all Victorians.

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?

Yes, there is no cost for using the Head to Health central 1800 595 212 intake, advice and referral service and if you are referred to a Head to Health hub there is no cost for services there either.

However not everyone who contacts us will be suitable for treatment at a Head to Health hub.

If we believe you will benefit from support from another provider, where possible, we will ensure this is also a free or low-cost service if you let us know that you have financial concerns.

Q. What type of support can I receive from Head to Health?

In the first instance, we will talk with you about your personal concerns to identify the support you need.

We will then work with you to develop a package of support services that respond to your situation.

That might involve referring you to existing mental health and other services or a Head to Health mental health hub.

Q. How is Head to Health different from other mental health support services?

Head to Health takes a holistic approach to your mental health, whether you have experienced mental ill-health in the past or if this is the first time you have reached out for support.

We're here to help you to understand the type of support you need. We will then draw on our knowledge of the broad range of services available to identify which best suits your individual needs.

With your consent, we can also work with your GP to ensure they are kept informed about the support services recommended for you.

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.

Q How do I contact Head to Health?

Phone us on 1800 595 212 from 8.30am to 5pm, Monday to Friday except public holidays. We are not a crisis service so we operate during business hours.

You can also use our [request call back](#) option.

Q Is Head to Health a telehealth service only or can I meet with someone face-to-face?

Yes, you can meet with someone face to face. Head to Health comprises the central 1800 595 212 intake, advice and referral number as well as 15 mental health hubs across Victoria in established community health care settings.

The first step is to call the 1800 number where our team will work with you to see what you need.

Depending on the advice, you can choose services from face-to-face at a Head to Health hub or telehealth.

Q Will health advice and plans developed by Head to Health be shared with my GP or my other health care providers?

With your consent, we can share all or parts of any advice and plans with your GP or other health care providers.

If you prefer not to have them shared with your current health providers, that is fine as well.

However, we encourage you to discuss any additional advice or support you receive from us with your GP or other health providers because coordinating your care and reducing duplication is in your best interests.

Q I already have a private psychologist. Can I access the Head to Health services?

Yes; however, we will ensure there is no duplication in your treatment and services you access.

If you are already seeing a psychologist – or another relevant mental health professional – please advise us so we can identify the best package of services to meet your support needs.

Q Do I have to go to my GP to get a mental health treatment plan before seeking Head to Health services?

No, anyone can call Head to Health, whether they already have a GP mental health treatment plan or not.

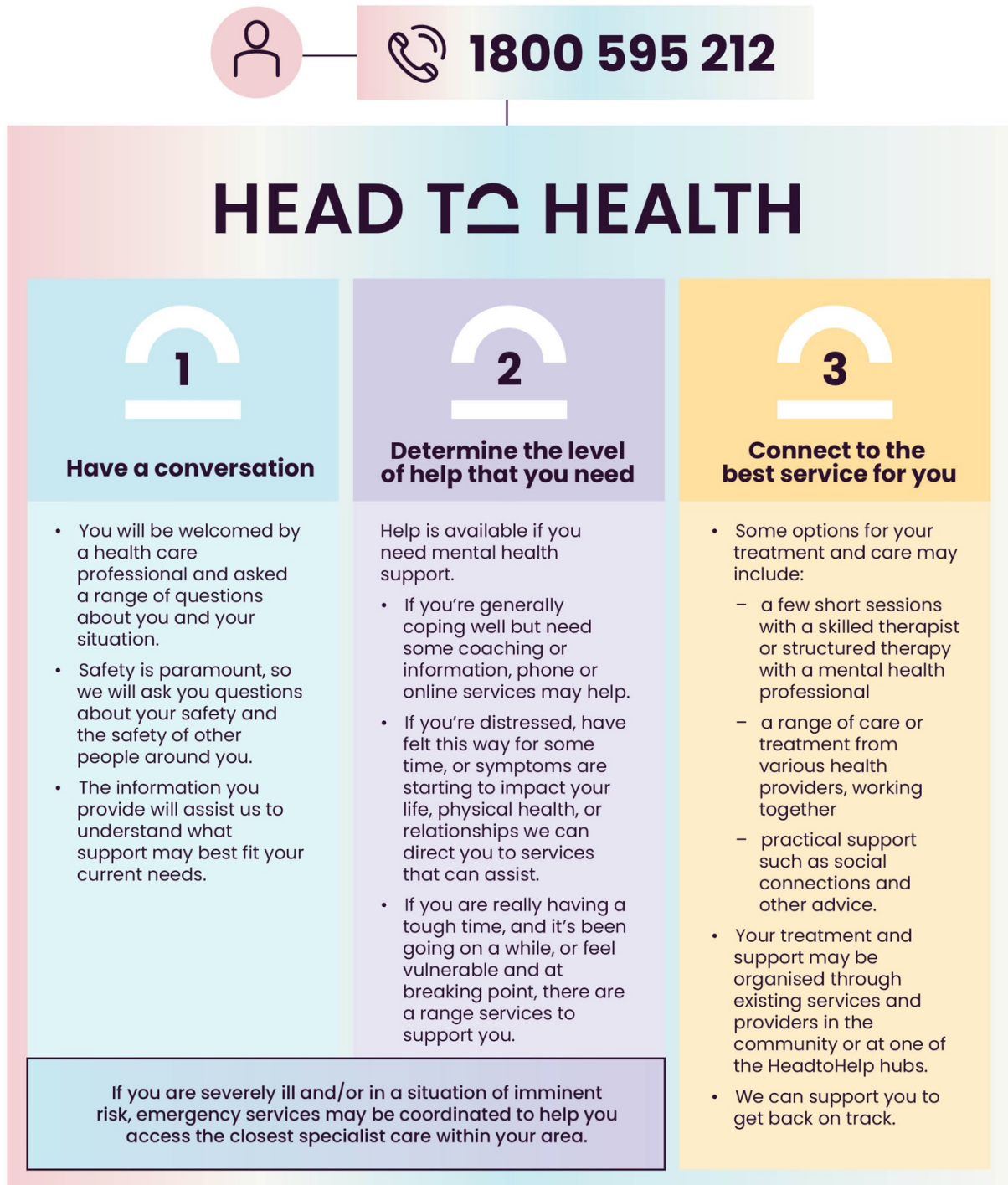
If we believe you require a mental health treatment plan, we can, with your consent, discuss that with your GP.

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Q How does the service work?

Please refer to the diagram below for more information on how Head to Health works.



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