

Frequently Asked Questions (FAQs)

These FAQs are the common questions you may get asked from the community about Head to Health.

How are Head to Health services different from other mental health support services?

Head to Health provides a safe and welcoming place for you, and anyone you care about, to access mental health information, services and support. Services through Head to Health centres are free and you do not need a prior appointment or GP referral to access them.

Sometimes finding the support you need can seem overwhelming. Rather than jumping straight into a service that may not suit you, it can be helpful to talk to someone who can guide you to the right service based on your individual needs and goals.

Head to Health intake teams (**1800 595 212** - 8.30am to 5pm weekdays) will work with you to find the right support for your individual needs. They will use their knowledge of the broad range of services available in your region to identify what support is best for you. This may include referral into a Head to Health centre, or another suitable service in your local area.

Who can access Head to Health services?

Anyone living in Australia can call Head to Health on **1800 595 212** (8.30am to 5pm weekdays) to speak to a trained professional for advice and connection to the best local mental health service or support, according to their needs.

Head to Health centres are for anyone living in Australia who needs mental health support. Services are targeted at supporting adults. For young people, our team will help you to find the best support in your local area. This may be through another age-appropriate service, such as headspace.

Even if you have never sought help before, Head to Health services are here for you.

What happens when I call Head to Health?

Calling Head to Health on **1800 595 212** (8.30am to 5pm weekdays) is the first step to receiving the mental health support that is best for you.

Once you enter your postcode, you will be connected to your local intake team who can provide advice and if needed, referral into a local mental health support or service.

Do I need to make an appointment to visit Head to Health?

An appointment or referral are not required to access Head to Health services. When you call or arrive, a trained professional will take the time to talk to you and understand your immediate needs. An appointment may be made for a later visit following your initial conversation.

What type of support can I receive from a Head to Health centre?

Head to Health centres provide free and immediate mental health support for people in distress and short to medium-term mental health care.

Head to Health staff will talk with you about your individual concerns to identify the support you need. This may involve receiving mental health care through a Head to Health centre or referring you to other services and supports available in your region.

Head to Health takes a broad approach when considering your circumstances and mental health, recognising that there are many factors that can have a negative impact on someone's wellbeing. Whether you have experienced mental ill-health in the past or if this is the first time you have reached out for support, Head to Health is here to help.

Are Head to Health services free?

All services through Head to Health centres are free. If we believe you will benefit from the support of another provider, where possible, we will work with you to identify the most appropriate service in your local area, including other free or low-cost services.

Services that are co-located in the same building as but are not delivered by Head to Health, may incur a fee. You will be advised of any fees prior to any service.

Is there a limit on how many services I can access, or for how long I can use them?

Head to Health centres offer immediate, short and medium-term care, and can help connect you to the most appropriate services for your ongoing needs. This may be support offered from one or more services, depending on what's best for you.

Your initial conversation with a trained professional will help to understand your individual circumstances. Head to Health is not intended to duplicate existing services or provide long-term care. If you need long-term care, Head to Health will help you find the support you need.

Can I call Head to Health on behalf of someone else?

Head to Health services are here to help you and the people you care about.

It can be hard seeing someone you care about experience mental health challenges. If you've noticed that someone you care for needs support, you can call **1800 595 212** (8.30am to 5pm weekdays) to receive advice on the right mental health services to support your needs and the needs of the person you care about.

Who can refer to Head to Health?

Head to Health services are available to everyone, at no cost. An individual or their referring provider can call **1800 595 212** (8.30am to 5pm weekdays) for advice and with their consent, referral into the most appropriate local service.

I already have a private psychologist or mental health clinician. Can I access Head to Health services?

Yes. However, we will ensure that your care and the services you access fit in with your current care plan and supports. If you are already seeing a psychologist – or another relevant mental health professional – please advise us so we can identify the best types of services to meet your needs and identify any additional supports that you need in addition to your current care.

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

No, anyone can access Head to Health services, whether they already have a GP mental health treatment plan or not. If we believe you require a mental health treatment plan, we can discuss that with your GP with your consent.

Will health advice and plans developed for me 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 this information shared with your current health providers, that is fine as well.

To make sure we can link you to the best services possible and provide holistic care, we will encourage you to discuss any additional advice or support you receive from us with your GP or other health care providers.