



Australian Government
Department of Health and Aged Care

HEAD TO HEALTH

Information Kit

October 2023



Introduction

Head to Health helps all Australians access the mental health and wellbeing services that are right for them. It makes it easier for people to navigate and choose the most suitable care options, whether that's face-to-face, via phone or online.

The Head to Health **website** is a gateway to digital mental health resources from trusted service providers. It helps people find and navigate the range of free and low-cost phone and online resources and services available, when and where they need it – in a private, secure and anonymous way. Visit **www.headtohealth.gov.au** to learn more.

There are a range of digital resources and information on supports available at **www.headtohealth.gov.au**. The website is updated regularly as more support services and resources become available.

The **Head to Health Phone Service 1800 595 212** (available 8.30am to 5.00pm weekdays) provides an accessible entry point to mental health advice, assessment, and referral to a broad range of mental health and wellbeing supports according to individual needs.

This may include referral into a Head to Health mental health centre, low intensity digital supports, mental health and wellbeing services commissioned by Primary Health Networks, mental health services funded by states and territories, or private services.

Head to Health **adult mental health centres** are located across Australia. The program is expanding, with more centres opening over time. More information and locations can be found at **www.headtohealth.gov.au**

Head to Health centres are designed to provide:

- assistance to people experiencing a crisis or in significant distress including those at heightened risk of suicide — this may reduce presentations to emergency departments
- a central point to connect people to other services in the region
- in-house assessment, including information and support to access services
- holistic, evidence-based care, in the immediate and short to medium term.

Head to Health centres are open to Australians who are seeking support for themselves, a friend, or family member without needing a referral, appointment or any out-of-pocket costs.

In the lead up to World Mental Health Day on 10 October 2023, we've developed this information kit to raise awareness of the Head to Health services and help people who may need extra support. This kit includes:

- newsletter articles
- social media posts and tiles
- posters, and
- Frequently Asked Questions (FAQs).

How to use this kit

Resources in this information kit are designed to promote the Head to Health services available to people in crisis or distress and/or with mental health concerns, and their support people, including health professionals.

You can promote these important services by:

- including an article in your newsletters and/or on websites (page 4)
- publishing social media posts on your channels (page 6)
- displaying resources such as a poster in your physical location (page 8), and
- sharing the webpage (www.headtohealth.gov.au) and online resources with your community networks.

We've given examples of each of these below for you to use. The newsletter articles may be revised, however please do not create your own social media posts or posters for this program.

A list of frequently asked questions and answers is included on page 9 to support you in promoting Head to Health in your community.

Further information

Please email campaigns@health.gov.au if you have any questions.

Newsletter article

The article below can be adapted and published on your website and/or in a newsletter.

Newsletter article 1: publish prior to World Mental Health Day, 10 October 2023

Please note: this article is best suited for use in regions with a Head to Health centre.

Look after your mental health

We know that good mental health is important to our overall health and well-being. But many people are living with mental health conditions, which can impact their physical health, how they connect with others and their livelihoods. This year's theme for World Mental Health Day on 10 October 2023 is 'Mental health is a universal human right', making this a good reminder to all Australians to look after your mental health and seek support through services like Head to Health.

If you need extra support, Head to Health is a good place to start. Or if your loved one or someone close to you is struggling with their mental health, encourage them to reach out for help.

Head to Health centres are a safe and welcoming space to talk to someone if you, or someone you care about, is in distress or need help finding the right mental health support.

*The staff at Head to Health can provide advice, immediate or short to medium care, and can help you connect with other local services. You don't need a referral or appointment - just drop into a centre near you, call **1800 595 212** (8.30am to 5pm weekdays) or visit www.headtohealth.gov.au*

Centre locations and more information is available at headtohealth.gov.au

Newsletter article 2: publish any time after World Mental health Day, 10 October 2023

Look after your mental health

We know it's important to look after our mental health but it can be hard to know where to start if you need extra support or if someone you know is struggling.

Head to Health is a safe and welcoming space to talk to someone if you, or someone you care about, is in distress or need help finding the right mental health support to meet your needs.




The service can help you access the mental health and wellbeing services that are right for you. It makes it easier to find and choose the most suitable care options, whether that's face-to-face, via phone or online.

*The staff at Head to Health can provide advice, immediate or short to medium care and can help you connect with other local services. You don't need a referral or appointment - just drop into a centre near you, call **1800 595 212** (8.30am to 5pm weekdays) or visit www.headtohealth.gov.au.*

Centre locations and more information is available at headtohealth.gov.au

Social posts

The posts and image files below can be published on your preferred social channels.

Post	Image	Recommended Publishing Date
<p>Finding the right mental health support can be hard. Head to Health is here to help you find and access services that meet your needs - including free and low-cost mental health services where appropriate. Find out more: visit headtohealth.gov.au or call 1800 595 212 (8.30am to 5pm weekdays)</p>		<p>4 October</p>
<p>Taking care of your wellbeing is an ongoing process and it's normal to have ups and downs. Whatever your goals, there are small steps you can take to stay on top of your wellbeing.</p> <p>Gain advice and support at headtohealth.gov.au/living-well or call 1800 595 212 (8.30am to 5pm weekdays)</p>		<p>6 October</p>
<p>This year's theme for World Mental Health Day is 'Mental health is a universal human right'. There are many services available to help you if you need support with your mental health but it can be hard to know where to start. Try Head to Health to be connected to services that are right for you. You don't need a referral or appointment - just drop into a centre near you or call 1800 595 212 (8.30am to 5pm weekdays).</p> <p>Find out more: headtohealth.gov.au</p>		<p>10 October</p>

Poster

Download, print and display this poster on noticeboards, in foyers or other common areas across your community.



HEAD TO HEALTH

headtohealth.gov.au



Head to Health centres offer on-the-spot support, care, and advice without needing a referral.

The service is free, and no appointment is needed.

Visit headtohealth.gov.au

1800 595 212

8.30am to 5pm weekdays

HEAD TO HEALTH

headtohealth.gov.au



Supporting loved ones
with their mental health
can be difficult.

But we are here with help
and support for you and
your loved one.

The service is free and no
appointment is needed.

Visit headtohealth.gov.au

1800 595 212

8.30am to 5pm weekdays

HEAD TO HEALTH

headtohealth.gov.au



Hey Mob, we know how it feels
when those days are long.

Now there's a place that's here
for you with help and support
for your mental health.

The service is free and no
appointment is needed

Visit headtohealth.gov.au

1800 595 212

8.30am to 5pm weekdays

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.