



## FAQ FOR CONSUMERS

### **Who can contact HeadtoHelp?**

HeadtoHelp is for anyone of any age experiencing emotional distress, crises, mental ill-health and/or addiction, along with their families and carers. There is no wrong reason to contact us.

### **What type of support can I receive from HeadtoHelp?**

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 individual situation.

That support may be provided from within the HeadtoHelp team or we may refer you to other health providers who are best suited to support you with long term help.

### **How is HeadtoHelp different from other mental health support services?**

HeadtoHelp is about taking 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 navigate the mental health system. Our service will work with 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 situation. With your consent, we can also liaise with your GP to ensure they are advised and kept informed about the support services recommended for you.

### **How do I contact my local HeadtoHelp hub?**

In the first instance, phone us on 1800 595 212 and we can identify the nearest hub to you or whether other, suitable support services are available in your area.

### **Is HeadtoHealth a telehealth service only or can I meet with someone face-to-face?**

We are in the process of establishing HeadtoHelp hubs at 15 locations around Victoria. The plan is that people will be able to visit these hubs without the need for an appointment. However, we realise that the initial set of 15 hubs may not be accessible to people living in some parts of Victoria. Therefore, we are ensuring our suite of services is readily available via telehealth.

### **Are HeadtoHelp services free?**

Yes, there is no cost for accessing HeadtoHelp. 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 have financial concerns, please inform us and we will take these into account when recommending other support outside of HeadtoHelp.

**Will health advice and plans developed by HeadtoHelp be shared with my GP or other health professionals I currently consult with?**

With your consent, we can share all or parts of the advice and plans with develop with you. If you prefer not to have them shared with your current health professionals, that is fine as well. Although, for your best interests, we do encourage you to discuss any additional advice or support you receive from us with your GP or other health providers to avoid duplication of services.

**I already have a private psychologist. Can I access the HeadtoHelp service?**

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.

**Do I have to go to my GP to get a mental health treatment plan before seeing HeadtoHelp?**

No, HeadtoHelp is available to anyone – 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.

We acknowledge the traditional owners of the lands on which we work and live. We pay our respects to their elders past, present and emerging, and extend that respect to all Aboriginal and Torres Strait Islander people.

We also recognise, respect and affirm the central role played in our work by people with lived experience, their families and/or carers.

*HeadtoHealth centres are operated through the Victorian PHN Network, an Australian Government initiative.*