

Frequently Asked Questions

How do people access the services at the clinic?

People can access *HeadtoHelp* in person or by calling 1800 595 212. People can also visit *HeadtoHelp.org.au* for more information.

How do people in regional Victoria access care if they don't live near a clinic?

Six of the *HeadtoHelp* clinics are located in regional Victoria however if people don't live near a clinic, the best way to access the *HeadtoHelp* services is by calling 1800 595 212. They will speak to a mental health professional who can connect them with a digital service or other appropriate service nearby.

Will the clinics provide telehealth services?

Throughout COVID, most services will be offered via telehealth in keeping with local restrictions. People can call *HeadtoHelp* on 1800 595 212 and will be directed to local clinicians to provide them with the most appropriate support and advice. People can also visit *HeadtoHelp.org.au* for more information.

Who benefits?

People will be able to get the mental health support they need more easily and the *HeadtoHelp* clinics will provide a more holistic approach to ensure people's mental and physical care needs are better coordinated and integrated within the community.

The *HeadtoHelp* clinics will help reduce pressure on our busy emergency departments by caring for people in the community and referring them to acute or specialist services only when needed. **How will the clinics support General Practitioners?**

The clinics are designed to provide additional support to GPs and enhance their patient care by providing access to multidisciplinary teams of mental health workers for their patients. The clinics will provide on-site mental health support but may also arrange referrals to more intensive mental health care or social supports if needed.

Will the clinics duplicate services offered by General Practitioners?

The *HeadtoHelp* clinics will complement the services offered by General Practitioners and provide additional mental health and support services to General Practice and the community.

How do I refer a patient?

Health professionals may refer individuals to *HeadtoHelp* via telephone (1800 595 212) or online application (web-based application template). If the patient has a Mental Health Treatment Plan, please disclose this when referring the patient.

Will the clinics refer to General Practitioners, Psychiatrists and other health professions?

The intake process at a *HeadtoHelp* clinic is based on a 'no wrong door' approach and ensures that anyone accessing the service, via a clinic or the 1800 number, is supported to engage with an appropriate service.

Depending on the needs of the patients, the *HeadtoHelp* clinics may refer patients to their regular General Practitioner for further assessment or treatment.

Can I access my patient records from the *HeadtoHelp* clinics?

Yes, people's General Practitioners will be able to access patient records from patient care delivered at the *HeadtoHelp* clinics.

How were the locations chosen?

As part of the establishment of Victorian Mental Health Clinics, as announced by the Australian Government on 17 August 2020, Victorian PHNs underwent a process for identifying locations in their catchments with the highest need for additional mental health services based on existing data. PHNs

also considered a range of factors to ensure that locations were operationally appropriate and COVID-19 safe.

The Australian Government funds Primary Health Networks (PHNs) to commission health services to meet the identified and prioritised needs of people in their regions and address identified gaps in primary health care.

How will these clinics interact with Adult Mental Health Centres?

The Australian Government is also establishing a trial of eight Adult Mental Health Centres, with one to be located in each state and territory. In Victoria, the Adult Mental Health Centre will be located in Corio.

Like the HeadtoHelp clinics, Adult Mental Health Centres will provide on the spot support to anyone who needs help, and will link with and complement existing mental health services provided by PHNs and state or territory governments in the local area. The Victorian Adult Mental Health Centres will open during 2021-22 and will build upon key learnings from establishing HeadtoHelp clinics.

How will the clinics be evaluated?

As part of the Victorian mental health clinic announcement on 17 August 2020, the Prime Minister advised an evaluation of the investment in clinics would be undertaken. The Department is commissioning an independent evaluator to monitor the impact of the clinics and whether they are supporting the mental health of the Victorian community during the COVID-19 pandemic.

The evaluation will consider whether the services provided by the clinics are being used by people who need them, and are effective at improving mental health outcomes. By evaluating throughout the implementation phase, the Department will be able to identify and target any emerging mental health needs.