

Gold Coast Primary Health Network



Head to Health Phone Service

Supporting Minds – Moderate Intensity MH Service

Practice Managers Breakfast – 8/2/23

Head to Health Phone Service – What is it?

Head to Health is a Federal Government initiative that aims to open the door to an eco-system of mental health services.

The *Head to Health* initiative that aims to stop people falling through the gaps.

The Model

- PHNs around the country now deliver Head to Health (H2H) Information and Referral (IAR) telephone service.
- The number can be called from anywhere in Australia.
- Callers will be prompted to enter their postcode.
- Callers who enter a postcode in our PHN region will be transferred to our Head to Health team.

HEAD TO HEALTH

We find the mental health support that's *best for you*

1800 595 212

Head to Health Phone Service

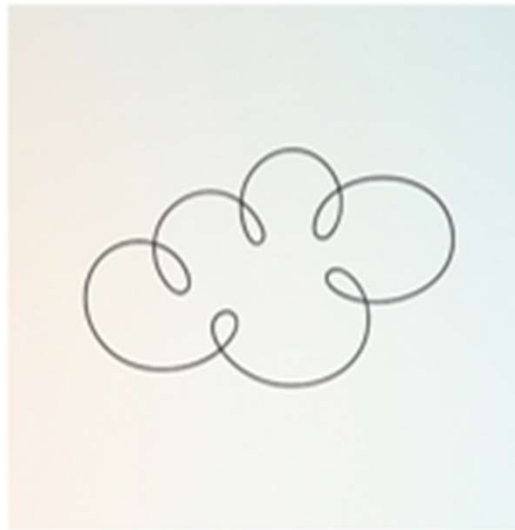
GOLD COAST

Provider - Primary and community Care Service
Replaces the old Referral and triage Service



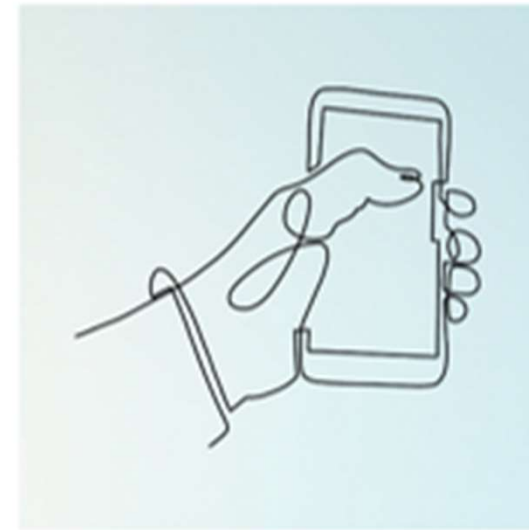
Head to Health centres

Not yet in our PHN



Head to Health website

National



Head to Health phone line

National

Head to Health Phone Service – How does it work?

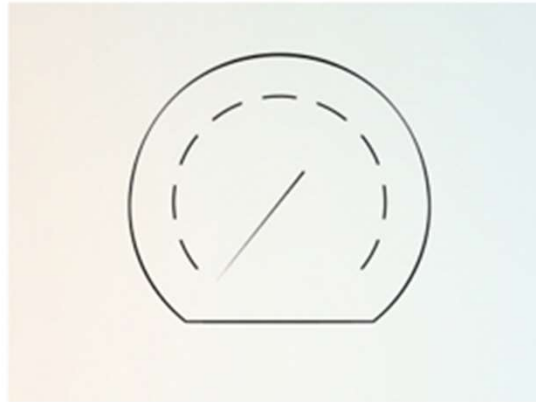
Every client linked to Head to Health receives some degree of service navigation, based on what the client wants. Clients may receive **one or multiple** of the below:



A personalised services guide

Created by a Head to Health Intake officer.

Filled with service information tailored to the client (service summary, location, contacts etc.)



An assessment of their needs

Clients are offered an assessment of their needs to determine a suitable level of care.

This assessment is called the IAR-DST.



A referral to a service

If the client wishes, a referral is made on their behalf.

The referral involves the sharing of key information to avoid the client having to tell their story twice.

Head to Health Phone Service – How to access the service?

HEAD TO HEALTH

What's on your mind?
Get it out in the open.

1800 595 212

Supporting Minds: Moderate Intensity Service



Background - Stepped Care: Moderate Intensity Service

Level of Care 1 Self Management 6.4 million people	Level of Care 2 Low Intensity 1.2 million people	Level of Care 3 Moderate Intensity 1.6 million people	Level of Care 4 High Intensity 400,000 people	Level of Care 5 Acute and Specialist 350,000 people
<p>Typically no risk of harm, experiencing mild symptoms and/or no /low levels of distress- which may be in response to recent psycho-social stressors.</p> <p>Symptoms have typically been present for a short period of time.</p> <p>The individual is generally functioning well and should have high levels of motivation and engagement.</p>	<p>Typically minimal or no risk factors, mild symptoms/low levels of distress, and where present, this is likely to be in response to a stressful environment.</p> <p>Symptoms have typically been present for a short period of time (less than 6 months but this may vary).</p> <p>Generally functioning well but may have problems with motivation or engagement. Moderate or better recovery from previous treatment</p>	<p>Likely mild to moderate symptoms/distress (meeting criteria for a diagnosis).</p> <p>Symptoms have typically been present for 6 months or more (but this may vary). Likely complexity on risk, functioning or co-existing conditions but not at very severe levels.</p> <p>Also suitable for people experiencing severe symptoms with mild or no problems associated with Risk, Functioning and Co-existing Conditions</p>	<p>A person requiring this level of care usually has a diagnosed mental health condition with significant symptoms and/or significant problems with functioning.</p> <p>A person with a severe presentation is likely to be experiencing moderate or higher problems associated with Risk, Functioning and Co-existing Conditions.</p>	<p>A person requiring this level of care usually has significant symptoms and problems in functioning independently across multiple or most everyday roles and/or is experiencing:</p> <ul style="list-style-type: none"> • Significant risk of suicide; self-harm, self-neglect or vulnerability. • Significant risk of harm to others. • A high level of distress with potential for debilitating consequence.
Evidence based digital interventions and other forms of self-help	Services that can be accessed quickly & easily and include group work, phone & online interventions and involve few or short sessions	Moderate intensity, structured and reasonably frequent interventions (e.g., psychological interventions)	Periods of intensive intervention, typically inc. multi-disciplinary support, psychological interventions, psychiatric interventions and care coordination	Specialist assessment and intensive interventions (typically state/territory mental health services) with involvement from a range of mental health professionals

Populations in Scope

1. Indigenous Children in Care (0 – 19 years) with a mental illness
2. Youth (12 – 24 years) and adults within the LGBTIQAP+ community with a mental illness and who require culturally specific support.
3. Adults (16+ years) with a mental illness and who present with other situational factors such as: homelessness or at risk of homelessness, domestic violence issues, current legal issues, financial hardship.



Progress Update

Priority Population Group	Provider	Progress
Indigenous Children in Care (0 – 19 Years)	Kalwun – under negotiation	<ul style="list-style-type: none"> • Negotiating with Kalwun • Possible establishment of services from March 2023
Youth (12+ years) and adults (18+ years) who identify as LGBTQIAP+	Wesley Mission QLD	<ul style="list-style-type: none"> • Service is under establishment • First clients to commence in early March 2023 • Hoping for full service establishment by end April 2023 • Referral pathway - H2H Phone service
Adults (16+ years)	Wesley Mission QLD	<ul style="list-style-type: none"> • Service is under establishment • First clients to commence in early March 2023 • Hoping for full service establishment by end April 2023 • Referral pathway - H2H Phone service

Other changes underway.....

- **Transitioning** of service with **existing PSP providers** – progressive decommissioning of providers to 30/6/23
- Working with PCCS – **H2H Phone Service**
- Update of **GP Referral Form** – *in consultation*
- Utilisation of Supporting Minds **Advisory Group** (Change Management)
- **Communication** to key stakeholders – including:
 - GPs (**commencing this week**)
 - Other MH orgs in the region (**in progress**)
 - Consumers – Fact sheet on changes (**complete**)
 - GCPHN website (**complete**)
 - GCPHN commissioned services update
 - Clinical Council



GCPHN Funded Services: Mental Health

More information about these services can be found at www.gcpnhn.org.au

Based on the current funding arrangements in place at the time of writing, these services are available to all residents of the Gold Coast region. Health professionals can contact the relevant service provider for more information. Some services accept referrals from any source including self, family, friends, teachers, carers, police, psychologists and other professionals. Services can be made directly with the provider.

	LOW INTENSITY	MILD TO MODERATE INTENSITY	MODERATE INTENSITY	HIGH INTENSITY
Service Description	Head to Health A service for people with low to moderate mental health issues. It provides a range of support services including phone, online and face-to-face support.	Head to Health A service for people with low to moderate mental health issues. It provides a range of support services including phone, online and face-to-face support.	Head to Health A service for people with low to moderate mental health issues. It provides a range of support services including phone, online and face-to-face support.	Head to Health A service for people with low to moderate mental health issues. It provides a range of support services including phone, online and face-to-face support.
Target Population	Adults 18 years and over with low to moderate mental health issues.	Adults 18 years and over with low to moderate mental health issues.	Adults 18 years and over with low to moderate mental health issues.	Adults 18 years and over with low to moderate mental health issues.
Service Location	Online (phone, online, face-to-face)	Online (phone, online, face-to-face)	Online (phone, online, face-to-face)	Online (phone, online, face-to-face)
Service Hours	Monday to Friday, 9am to 5pm	Monday to Friday, 9am to 5pm	Monday to Friday, 9am to 5pm	Monday to Friday, 9am to 5pm
Service Provider	Head to Health	Head to Health	Head to Health	Head to Health
Service Contact	1800 000 000	1800 000 000	1800 000 000	1800 000 000

Important notes: The Primary and Community Care Service (PCCS) and the Head to Health service are a critical part of the mental health system. It is important to ensure that these services are accessible to all residents of the Gold Coast region. The Head to Health service is a critical part of the mental health system. It is important to ensure that this service is accessible to all residents of the Gold Coast region.

Questions for Clinical Council

- **GP Referral Form**
 - Consider H2H Phone service role
 - Value/Purpose moving forward
- **Communication regarding change**
 - 1:1 meetings with common GP referrers
 - A4 Handout
 - Webinar
 - Information Session
- **Other channels** for GPs and allied health to communicate services available
 - H2H Phone Service
 - Supporting Minds



GCPHN Funded Services: Mental Health

Gold Coast Primary Health Network commissions a range of services to meet different needs across the Staged Care continuum. These services are available at no cost to patients. Health professionals can consult a referral using the Mental Health Staged Care Referral Form. Some services accept referrals from any source including self, family, friends, teachers, counsellors, doctors, psychologists, and/or psychiatrists. Referrals can be made directly with the provider.

	LOW INTENSITY	MILD TO MODERATE INTENSITY	Moderate Intensity	HIGH INTENSITY	Specialised Mental Health Community Support Services
Target Audience	People 12 years and older who are struggling to manage life stressors.	Young people 12-25 years with emerging mental health needs.	People who have a current health condition and are struggling with any of the target groups' needs.	Young people 12-25 years with severe and/or complex mental health needs.	Young people 12-25 years at risk of or experiencing a mental health crisis.
Service	Head to Health	New Access	Headspace	Psychological Services in Residential Aged Care Facilities	Psychological Services Program
Intervention	Online portal that brings together web, video, audio, and phone services, as well as a range of digital information resources.	A mental health coaching program designed to provide accessible, quality, evidence-based psychological therapy services. People can access the program over the phone, via email, or in person to receive mental health coaching.	An accessible, low-risk, self-paced program that helps people with mental health issues, health, work, study, and other life challenges. It includes a range of resources and support services.	Offers short-term structured psychological therapies. Target groups include people who identify as: <ul style="list-style-type: none"> Aboriginal and Torres Strait Islander Culturally and Linguistically Diverse People with a history of homelessness People who have been in contact with the justice system People who have been in contact with the police People who have been in contact with the courts People who have been in contact with the health system People who have been in contact with the education system People who have been in contact with the employment system People who have been in contact with the housing system People who have been in contact with the transport system People who have been in contact with the financial system People who have been in contact with the legal system People who have been in contact with the social system People who have been in contact with the cultural system People who have been in contact with the religious system People who have been in contact with the spiritual system People who have been in contact with the philosophical system People who have been in contact with the scientific system People who have been in contact with the technological system People who have been in contact with the environmental system People who have been in contact with the natural system People who have been in contact with the human system People who have been in contact with the social system People who have been in contact with the cultural system People who have been in contact with the religious system People who have been in contact with the spiritual system People who have been in contact with the philosophical system People who have been in contact with the scientific system People who have been in contact with the technological system People who have been in contact with the environmental system People who have been in contact with the natural system People who have been in contact with the human system 	Provides trauma informed, recovery oriented, evidence based case coordination and specialist treatment.
Access	Various: www.health.gov.au	Lives Local Web for ages 12-25: 1 800 971 309	Lives Local Web for ages 12-25: 1 800 971 309	Various: 07 5588 4000	Lives Local Web: 07 5588 4000

Assessment services: The Primary and Community Care Services (PCCS) Referral and Stage service provides a central point for receiving and assessing GP and psychiatrist referrals for people who are at risk of or experiencing a mental health crisis and require mental health, drug and alcohol and cultural assessment support. The multi-disciplinary team coordinates care for Gold Coast Primary Health Network's mental health care services. **07 5588 4000**



An Australian Government Initiative

Building one world class health service for the Gold Coast

Level 1, 14 Edgewater Court Robina QLD 4226

www.gcphn.org.au

ABN: 47 152 953 092