

HEAD TO HEALTH

Head to Health Webinar

Presented by

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Welcome

I would like to acknowledge the land on which we meet (I am on Dharawal Country) and pay my respects to Elders past, present and emerging.

House keeping

- This webinar is being recorded
- Please keep yourself on mute unless asking a question

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What is Head To Health Hub?

- free mental health service funded by COORDINARE-South Eastern NSW PHN – face-to-face or telehealth
- for all ages, and anywhere in South Eastern NSW
- provides therapy interventions, case management and peer support work no diagnosis or mental health treatment plan needed
- offering unlimited sessions, reviewed every 3 months
- sees Level 3 and 4 in intensity

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The five levels of care in stepped care



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Difference between Family services Australia Psychology and Head to Health Hub

FSA Psychology	Head to Health Hub
<ul style="list-style-type: none">• Sees mostly children, adolescents and families• Has fees associated with it• Sees mild to moderate (levels 2 and 3) clients• Team consists of psychologists• Evidenced-based psychological therapies	<ul style="list-style-type: none">• All ages• No fee• Sees moderate to high (levels 3 to 4) clients• Multi-disciplinary team (including social workers, peer workers and psychologists)• Includes options for case management and peer work support in addition to psychological therapies

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Centralised intake process (IAR)

- Intakes are conducted by an objective structured interview known as the IAR-DST (Initial Assessment and Referral Decision Support Tool)
- IAR can be completed between Monday-Friday 8.30-5pm by calling the NSW Head to Health centralised intake line on **1800 595 212**
- Or attending the Hub in person at Stockland Shellharbour (O136 Ground Level Stockland Civic Plaza, 211 Lake Entrance Rd, Shellharbour City Centre NSW 2529);
or
- Or by contacting Family Services Australia directly on **1800 372 000 (option 2)**.

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The Eight IAR Domains

1. Symptom severity and distress
2. Risk of harm (including to self and others e.g. suicide, domestic violence)
3. Impact on functioning (self-care, daily activities)
4. Co-existing conditions (e.g. physical health, substance use, cognitive ability)
5. Treatment and recovery history (previous treatment success/engagement)
6. Social and environmental stressors (trauma, interpersonal/social difficulties, grief or loss, financial stress)
7. Family and other supports
8. Engagement and motivation (readiness for treatment)

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- The comprehensive IAR takes 30-60 minutes to complete on the phone. This then determines the level of treatment required.
- If they are level 3-4, the consumer is warmly handed over to the Hub. When they are allocated a treating clinician, the clinician will have access to the IAR report.
- If they fall into another level, they are then referred to another service which is sent the IAR by encrypted email. The Hub Intake clinician or Peer Worker will support the client to make the referral and hand over relevant documentation to decrease the consumer's need to repeat their story. If they have gone through the Head to Health IAR line, they will support the consumer with these referrals.

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What level of care does the Hub offer?

Level Three – Moderate	Level Four - High
<p>Likely mild to moderate symptoms/distress (meeting criteria for a diagnosis). Symptoms have typically been present for 6 months or more (but this may vary).</p> <p>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>

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Multi-disciplinary Team

- The Head to Health Hub team consists of:
 - Psychologists (offering evidence-based therapy to consumers)
 - Social Workers (offering evidence-based therapy and case management)
 - Peer Workers (providing support for consumers around recovery, including groups, advocacy and case management support)
 - Intake worker (conducting intakes and managing people while they are awaiting allocation, supporting referrals to more appropriate services)
 - Administration staff

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What is the South Eastern NSW region?

You can find a map of South Eastern NSW [here](#). The Illawarra Shoalhaven covers local government areas (LGAs) 1–4. Southern NSW covers LGAs 5–12.

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GP referral direct to Shellharbour Hub

- GPs can refer patients with moderate or severe symptoms direct to the Head to Health Hub, via secure fax.
- The secure fax line is **(02) 4256 7399**.
- Your referral must state “Head to Health referral”. Then the Hub will undertake an IAR using the decision support tool.
- Note that for mild to moderate symptoms, GPs can refer to NewAccess on 1300 921 535 (option 1), also no cost.

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Thank you for your time.

If you would like further information about the Head to Health Hub, please email Megan at triage@familyservices.org.au

Head to Health initial assessment and referral line info:
<https://www.coordinare.org.au/headtohealthpopup/>

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