

## Frequently Asked Questions

### Who can contact Head to Health Pop Up?

Head to Health Pop Up is for all people in NSW. It is for anyone of any age, including children, young people and older adults, whose mental health is suffering because of the current pandemic. This includes people experiencing addiction, families and carers. Even if you have never sought help before, Head to Health Pop Up is here for you.

### What type of support can I receive from Head to Health Pop Up?

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 might involve referring you to existing mental health services or to a Head to Health Pop Up mental health hub.

Head to Health Pop Up takes 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 to understand the type of support you need. We draw on our knowledge of the broad range of services available to identify what best suits your individual needs. With your consent, we can also work with your GP to ensure they are kept informed about the support services recommended for you.

### How is Head to Health Pop Up different from other mental health support services?

Sometimes you may know that you need support but may struggle to know what type of support is right for you. Rather than jumping straight into a service that might not suit you, it can be helpful when someone takes the time to hear your concerns and lets you know which service is right for you. Our phonline staff are like tour guides for the mental health world – they know which care options are out there, so they can hold your hand and take you to the best solution. Head to Health Pop Up can also provide services onsite at 10 Pop Up locations across NSW for those who need it, as well as telehealth services.

### How do I contact Head to Health Pop Up?

Call us on **1800 595 212 Monday to Friday from 8.30am to 5pm**, except public holidays. Please note that we are not a crisis service so we only operate during business hours.

***For urgent support, call Lifeline 13 11 14 OR SuicideLine 1300 651 251. If you need immediate help or are at risk of harm to yourself or others call 000 now.***

## Is Head to Health Pop Up a telehealth service only or can I meet with someone face-to-face?

Yes you can. Head to Health Pop Up comprises the central **1800 595 212** intake, advice and referral number as well as 10 mental health hubs across NSW in established community health care settings.

The first step is to call the **1800 595 212** where our team will work with you to see what you need. If you are advised to receive services from a Head to Health Pop Up hub, you can choose from face-to-face services and/or telehealth appointments. All the hubs follow COVID-safe guidelines.

## Are Head to Health Pop Up services free?

There is no cost for using the Head to Health Pop Up central 1800 595 212 intake, advice and referral service, and if you are referred to a Head to Health Pop Up hub there is no cost for services there either. However, not everyone who contacts us will be suitable for treatment at a Head to Health Pop Up hub. 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 let us know that you have financial concerns.

## Will health advice and plans developed by Head to Health Pop Up 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 them shared with your current health providers, that is fine as well. However, we will encourage you to discuss any additional advice or support you receive from us with your GP or other health providers because coordinating your care and reducing duplication is in your best interests.

## I already have a private psychologist. Can I access the Head to Health Pop Up services?

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 types of services to meet your support needs.

## Do I have to go to my GP to get a mental health treatment plan before seeking Head to Health Pop Up services?

No, anyone can call Head to Health Pop Up, 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.