



HEAD TO HEALTH
Pop Up



WHAT IS HEAD TO HEALTH POP UP?

OVERVIEW

Head to Health Pop Up clinics were announced in September 2021 as a government funded response to the mental health crisis emerging from the COVID-19 pandemic.

Pop Up Clinics were established within existing service providers to provide holistic support to consumers of all ages at no cost.

Head to Health at FSA

Head to Health Pop Up supports at FSA include:

- Psychology and mental health interventions
- Peer Worker support
- Care coordination and case management
- Group Work

Details

Head to Health Services are offered at no cost to consumers, and do not require a GP referral.

All consumers of Head to Health must be assessed as being a 'Level 3 or 4' according to the Primary Health Network's Stepped Care Model. This is assessed through a standardised Intake process.

Telehealth

All Head to Health Pop Up services can be offered via telehealth, using phone or Microsoft Teams video calls.

This means that services can be provided to clients anywhere in our catchment area, which stretches from Helensburgh to the NSW-VIC border, out to Queanbeyan.

Duration of Care

There are no defined limits to the duration of care that a consumer can receive while engaged with Head to Health.

An 'episode of care' within Head to Health will generally be defined as three months long.

Waitlist Management

Where a consumer referral cannot be immediately allocated to a treating clinician, a brief intervention and waitlist management service will be implemented.

Referrals deemed a 'Suicide Flag' are responded to within 24 hours' of receipt.





**HEAD TO
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OUR TEAM

Megan Blacker
Clinical Services Manager



- Head to Health Leadership
- Clinical supervision

Stephen Schofield
Psychologist



- Generalist adult psychological intervention

Kate Sullivan
Intake Clinician



- Intake assessment and triage

Emma Smith
Provisional Psychologist



- Generalist psychology for children and families

Danielle Van Vliet
Peer Worker



- Peer Work support
- Group facilitation
- Care coordination

Rodrigo Aguilera
Peer Worker



- Peer Work support
- Group facilitation
- Care coordination





Family Services Australia Psychology

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The Head to Health Pop Up clinic is also assisted by FSA Psychology clinicians - a full breakdown of our service's team can be found here:

<https://www.fsapsychology.org.au/copy-of-clinical>



Primary Health Network (PHN) Stepped Care model





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1. Referral to Head to Health Pop Up

Referral to Head to Health can be made via:

- 1800 595 212 (Head to Health state referral number)
- Direct call to FSA Psychology (1800 372 000 [option 2])
- or, via walk in to our Shellharbour location

2. Referral is processed

All referrals into Head to Health must complete an intake to determine suitability within the Level 3/4 framework.

This intake will ask consumers (or the advocate completing the assessment) about their demographic information, current stressors, and reasons for referral.

4. Referral is accepted and allocated

Family Services Australia receives the completed referral (if intake is completed via State Line) and appropriate care is determined via regular Clinical Review Meeting. This allows for comprehensive care planning to determine the most appropriate fit for consumers.

3. Referral is assessed

If the referral is assessed as meeting Level 3 or 4 criteria, the referral will be sent to the most suitable Pop Up Clinic for support.

Where a referral does not meet this threshold, is above this threshold (i.e. requiring acute response), or is not a fit for the services available, a warm handover to a more appropriate provider will be initiated by the Head to Health intake officer.

5. Service delivery

Consumers can access the supports available via the Head to Health Pop Up clinic for as long as required. This is typically a collaborative decision between consumer and their allocated support(s).

Should a consumer exit the service and then return they can do so by contacting FSA directly, or re-commencing the referral process.

Questions?

Please contact the following should you have any specific questions regarding the Head to Health Pop Up Clinic:

- Megan Blacker, Clinical Services Manager
0407 181 408
- FSA Psychology
1800 372 000 [option 2]
- COORDINARE
www.coordinare.org.au
- Head to Health
1800 595 212
<https://www.headtohealth.gov.au/popup>

