



14 November 2022

Dear GP

Changes to Low Intensity and Psychological Therapy services commissioned by the PHN

Central Queensland, Wide Bay, Sunshine Coast PHN recently ran a competitive tender process for the provision of PHN funded Low Intensity and Psychological Therapy services across the region.

As a result of this commissioning process, we have streamlined the number of providers offering these services. There are now nine [PHN funded service providers](#) delivering low intensity and psychological therapies across our PHN region.

General practitioners can refer all patients in need of mental health support to Head to Health. Patients will be assessed where appropriate, using a standardised tool known as the Initial Assessment and Referral Decision Support Tool (IAR DST). The tool rates a client's needs across 8 domains providing a holistic assessment and helps to determine the most appropriate level of support for the individual.

How it works

GP and provider referral	Client/patient self-referral
<p>GPs can refer direct to the new PHN funded service providers. PHN funded service providers are contacting practices to advise of their required referral process.</p>	<p>Patients can self-refer into the Head to Health national helpline by calling 1800 595 212 or visiting www.headtohealth.gov.au</p>
<p>GPs can continue to refer patients to mental health services using the PHN's Stepped Care Referral Form via Medical Objects.</p>	<p>Patients will speak directly with a trained mental health IAR practitioner who may provide them with:</p>
<p>If appropriate, GPs can provide the patient with Head to Health contact details, so the patient can contact the service directly via phone 1800 595 212 or online www.headtohealth.gov.au This line is staffed 8.30am-5.00pm, Monday to Friday.</p>	<p>A personalised services guide A resource containing service information tailored to their needs.</p> <p>An assessment of their needs Consumers are offered an assessment of their needs to determine the most appropriate level of care.</p>
<p>GPs can call the PHN's Head to Health administration line on 1300 747 724 and a Head to Health team member will be available to answer high-priority questions, assist with assessment and referral information or direct your call to a practitioner.</p>	<p>A referral to a service The referral involves the sharing of key information to avoid the consumer having to tell their story twice. Depending on needs and service availability, the referral may be to a PHN-funded program, or to another community-based program.</p>
<p><i>NB a GP Mental Health Treatment Plan is not required for a referral to Head to Health, however it may be a requirement of the service to which the consumer is on-referred (e.g., if Better Access is identified as the best option).</i></p>	

IMPORTANT: While the Head to Health team endeavor to ensure all referrals are managed, we occasionally experience situations where our calls are not responded to. Due to privacy legislation our Head to Health team are unable to leave details of what the call is relating to.

To reduce patients not returning our calls - please advise your patients of the following information to ensure they understand what to expect. This will reduce the number of clients not responding to Head to Health calls.

The patient will be contacted via call and SMS by one of our Head to Health team from a blocked number 3 times over a 7-day period.

Please advise the client if they have not heard from a Head to Health team member, they are able to follow up by calling **1800 595 212**.

Head to Health team will ask the patient questions as part of a holistic assessment to determine the most appropriate service to support the patient's mental health needs at the current time. This may take 30 – 60 minutes.

Due to privacy restrictions, we are unable to leave a message with explicit details on the reason for the call. If patient consent is provided the following phone and SMS messages are left;

Phone message

"Hi there. We have received your referral. If you wish to receive your service, you will need to return my call on 1800 595 212 by _____".

SMS

"We tried calling you, sorry we missed you. Please return our call on 1800 595 212. Our hours are 8:30am to 5:00pm, Monday to Friday".

To avoid delays in missed calls and referral processing clients may also call the Head to Health team direct on 1800 595 212.

If your patient is at risk of receiving a call from the Head to Health team, for example in a domestic and family violence situation, it is recommended the patient calls the Head to Health team at a time suitable to them. This will avoid the Head to Health team calling at a time which may be inconvenient or risky for the patient.

Kind regards,
Head to Health IAR Team