



# Exploring Head to Health: Key Features and Tips for using Australia's Digital Mental Health Gateway

[headtohealth.gov.au](http://headtohealth.gov.au)

Presented by **eMHprac**  
E-MENTAL HEALTH IN PRACTICE

## Finding Mental Health Support

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- Are you looking for mental health support for yourself or someone else?
- Head to Health provides access to phone and online mental health services for all Australians.
- This presentation will highlight some of the key features and provide tips on how to find the best services and resources to meet your needs



## Services and Resources

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Evidence-based [apps and online programs](#) that can help you build personal skills and track progress



68



Dedicated [online forums](#) and other peer support services where you can talk to people with similar experiences



18



[Phone, chat, and email services](#), if you're looking for confidential, professional support



48



Mental health [websites](#) created by trusted organisations that give you detailed information and advice on specific mental health topics



296

## About

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- Launched in Oct 2017
- Currently 38 Australian service providers offering digital mental health services and resources
- Service providers meet the following criteria:
  - free or low-cost resources
  - nationally available, and
  - government funded



## Development

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- Extensive consultation process, co-designed with:
  - People with lived experience
  - Health professionals
  - Mental health service providers
- Winner of awards for:
  - 2018 Sitecore Experience Award Best Web Content
  - Interactive Media Awards Best in Class Award, Healthcare
  - AMY (Digital & Technology Collective) Award Healthy Living
  - AMY Award for Collaboration



## Benefits

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- Research shows that mental health treatment and support can be effectively delivered via the internet.
- Many phone and online services are available over extended hours. Can use crisis services, programs and apps at any time.
- Useful for anyone, not just for people with mental health diagnoses.
- Health practitioners can use for own mental health support.



## Computer Desktop

The screenshot shows the desktop version of the Head to Health website. At the top left is the Australian Government Department of Health logo. The main header includes the site name 'Head to Health', a search bar for resources, a chatbot icon labeled 'SAM THE CHATBOT', a 'SAVED RESOURCES' link, and a red 'I need help now!' button. A navigation menu below the header lists categories: Home, Welcome, COVID-19 Support (highlighted in red), Meaningful life, Mental health difficulties, Supporting yourself, Supporting someone else, and Service providers. A secondary navigation bar features a link for those impacted by bushfires and a search box. The main content area has a purple background with the text 'Welcome to Head to Health' and the tagline 'We help you find the right digital mental health resources for your needs.' A 'PLAY VIDEO' button is centered. Below this is an illustration of diverse people. A vertical social media share bar on the right includes icons for email, Facebook, Twitter, and LinkedIn. At the bottom, a paragraph explains the site's purpose, followed by a 'Learn more about Head to Health' button.

Australian Government  
Department of Health

Head to Health

SEARCH RESOURCES SAM THE CHATBOT SAVED RESOURCES I need help now!

Home Welcome COVID-19 Support Meaningful life Mental health difficulties Supporting yourself Supporting someone else Service providers

Feeling impacted by the current bushfire crisis? Search for resources

### Welcome to Head to Health

We help you find the right digital mental health resources for your needs.

PLAY VIDEO ▶

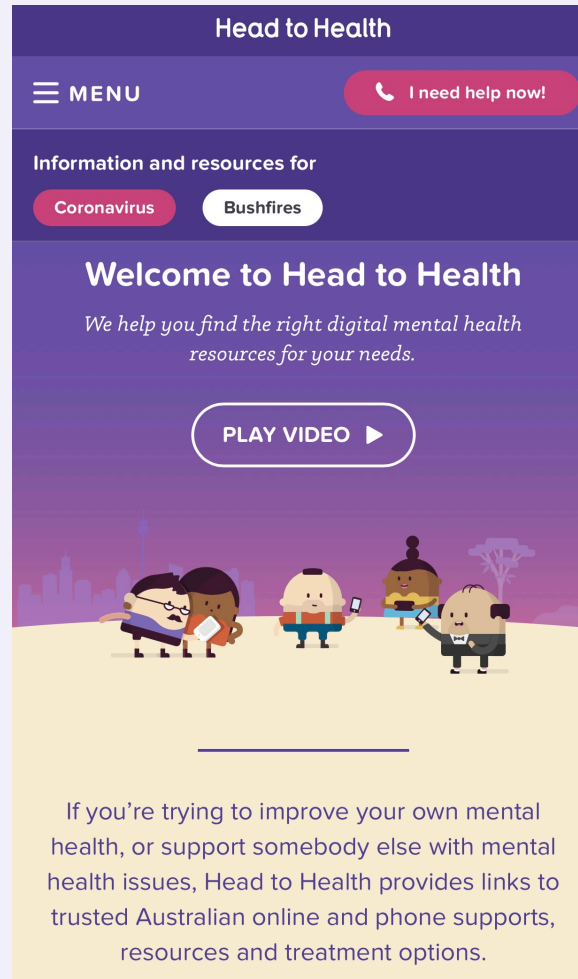
SHARE

If you're trying to improve your own mental health, or support somebody else with mental health issues, Head to Health provides links to trusted Australian online and phone supports, resources and treatment options.

Learn more about Head to Health

## Mobile Device

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# COVID-19 Support

The screenshot shows the 'Head to Health' website interface. At the top left is the Australian Government Department of Health logo. The main navigation bar includes 'Home', 'Welcome', 'COVID-19 Support' (highlighted in pink), 'Meaningful life', 'Mental health difficulties', 'Supporting yourself', 'Supporting someone else', and 'Service providers'. Utility links for 'SEARCH RESOURCES', 'SAM THE CHATBOT', 'SAVED RESOURCES', and 'I need help now!' are on the right. A secondary navigation bar asks 'Feeling impacted by the current bushfire crisis?' with a search box. The main content area features a large illustration of a person reading, a dog, a guitar, and a plant, with the title 'COVID-19 Support'. A breadcrumb trail shows 'COVID-19 Support > COVID-19 Support' and a 'Print' button. A 'ON THIS PAGE' sidebar lists: 'Mental health and COVID-19', 'COVID-19: The facts', 'Maintaining good mental health', 'Hear from mental health experts', 'Accessing mental health services', 'Information for parents', 'Protecting our elderly', and 'Next steps'. The main text section is titled 'Mental health and COVID-19' and discusses the impact of the coronavirus outbreak on mental health, providing links to 'the facts', 'maintaining good mental health', 'access mental health services', 'information for parents', and 'keep older Australians safe and connected'.

## COVID-19 Support

Phone, Chat & Email (8)

**CALL**




**1300 22 4636**

beyondblue support service - phone

Free 24/7 phone and online counselling from mental health professionals.

[Find out more](#)

**CALL**




**1800 61 44 34**

MindSpot - Coronavirus (COVID-19)

Contact us for support, resources, or guidance on accessing the right services around Coronavirus (COVID-19).

[Find out more](#)

**CALL**




**13 11 14**

Lifeline Crisis Line

24/7 telephone crisis support. Confidential help Australia-wide.

[Find out more](#)

**CALL**



**0477 13 11 14**


Text Lifeline

When life gets too much and you find it hard to talk, text 0477 13 11 14 (6pm - Midnight AEST).

[Find out more](#)

[SHOW MORE](#)

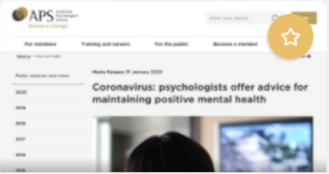
Websites (20)



**Coronavirus (COVID-19) updates and information**

Access the latest information and see resources related to the COVID-19 outbreak.


[Find out more](#)



**Coronavirus: Maintaining positive mental health**

How to manage your mental health in the wake of the coronavirus outbreak.


[Find out more](#)



**10 Tips for Coping with Infectious Diseases**

A practical skills resource to help you & loved ones cope with anxiety or worry about infectious diseases.

[Find out more](#)



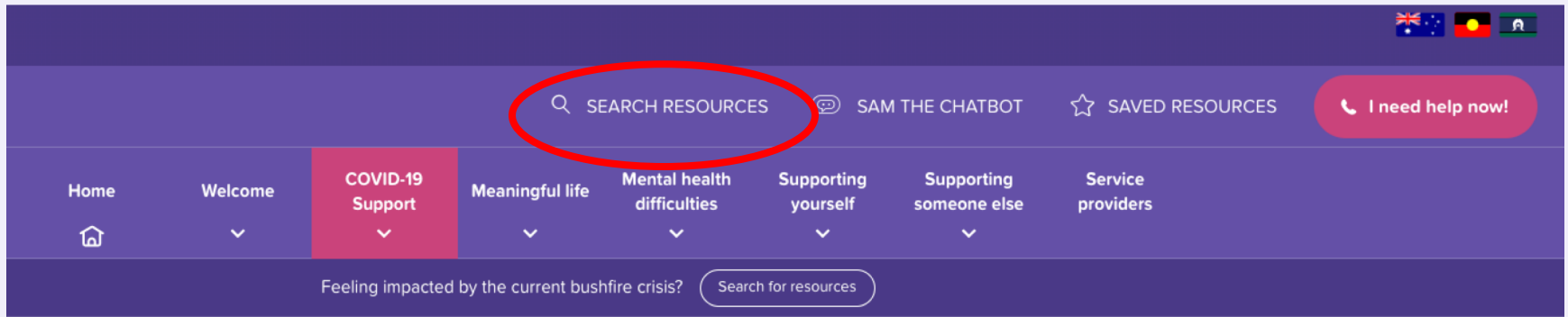
**Coronavirus (COVID-19)**

MindSpot's dedicated COVID-19 webpage provides information, resources, and tips on maintaining your Wellbeing.

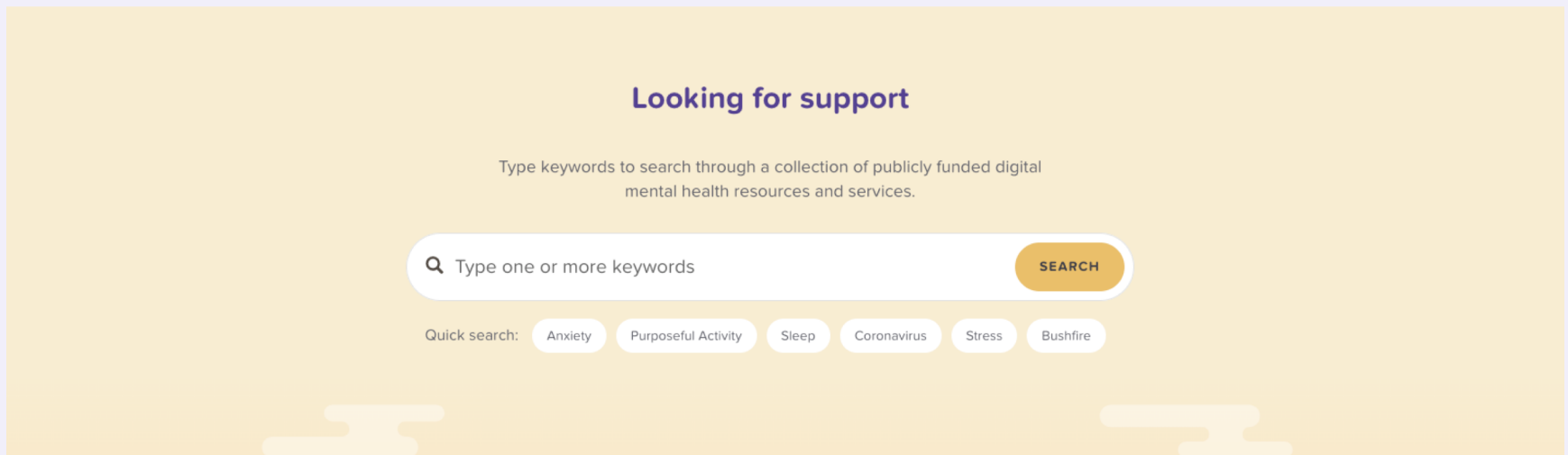
[Find out more](#)

[SHOW MORE](#)

## Searching



Or scroll down screen to:




## Resource Options


**Search for digital mental health resources**

Q anxiety SEARCH Filter

FORMAT *All* | AGE GROUP *All* | POPULATION *All* APPLY [CLEAR FILTERS](#)

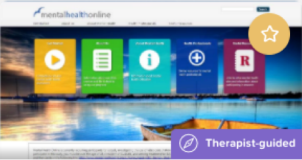
We found **67** resources for *anxiety* Email resources Print resources View: Grid List

 **Apps & Programs (23)**



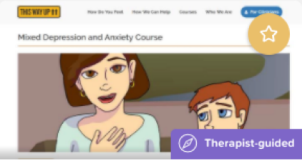
**myCompass**  
A personalised self-help tool for building good mental health

[Find out more](#)



**Made-4-Me program**  
Access our free online program tailored to your specific symptoms.


[Find out more](#)




**Mixed Depression and Anxiety Course**  
Choose between a self-directed or therapist-guided online course for managing anxiety and depression.


[Find out more](#)


[SHOW MORE](#)

 **Forums (3)**



[Lived Experience Forum](#)





## Resources Options and Saving

Phone, Chat & Email (12)

The section displays three resource cards. The first card, 'MindSpot', is dark grey and features a red circle around a star icon in the top right corner. The second card, 'eheadspace: Email support', is white with a purple button. The third card, 'eheadspace: Telephone support', is dark green with a white button. Each card includes a 'CALL' icon, a phone number, and a 'Find out more' button.

- MindSpot**  
1800 61 44 34  
MindSpot telephone line  
Contact us to discuss our assessment and treatment options or other services that may help.  
Find out more
- eheadspace: Email support**  
Free and safe email counselling for young people and their families.  
Find out more
- eheadspace: Telephone support**  
Free and safe phone counselling for young people and their families.  
Find out more

SHOW MORE

Websites (28)

The section displays three website resource cards. The first card, 'Health anxiety information and free resources', has a white background and a purple button. The second card, 'Anxiety information and free resources', has a white background and a purple button. The third card, 'Anxiety information', has a white background and a purple button. Each card includes a 'Find out more' button. A red circle highlights a star icon in the top right corner of the second card.

- Health anxiety information and free resources**  
Free resources created by mental health experts to help you understand and manage health anxiety.  
Find out more
- Anxiety information and free resources**  
Free resources created by mental health experts to help you understand and manage anxiety.  
Find out more
- Anxiety information**  
Resources, information on anxiety including personal stories and publications.  
Find out more

## Use Filter

The screenshot shows the 'Head to Health' website interface. At the top, there is a navigation bar with the Australian Government Department of Health logo, a search bar, and a chatbot icon. Below this is a main menu with categories like 'Home', 'Welcome', 'COVID-19 Support', 'Meaningful life', 'Mental health difficulties', 'Supporting yourself', 'Supporting someone else', and 'Service providers'. A secondary navigation bar includes a search for bushfire resources. The main content area features a filter section with 'FORMAT', 'AGE GROUP', and 'POPULATION' dropdowns. The 'POPULATION' dropdown is open, showing a list of options: 'Aboriginal and Torres Strait Islander', 'Carers', 'Culturally and linguistically diverse', 'LGBTIQ', and 'Veterans'. Below the filters, there are three resource cards: 'Mindfulness CBT Course', 'GAD Online program', and 'Social Phobia Course', each with a 'Therapist-guided' badge.

**POPULATION**  
All

- Aboriginal and Torres Strait Islander
- Carers
- Culturally and linguistically diverse
- LGBTIQ
- Veterans

**FORMAT**  
All

**AGE GROUP**  
All

**APPLY** [CLEAR FILTERS](#)

We have **14** digital mental health resources

**Apps & Programs (13)**

**Mindfulness CBT Course**  
A therapist-guided online program teaching skills

**GAD Online program**  
Access our free online program to help you

**Social Phobia Course**  
Choose between a self-directed or therapist-

## List Format

The screenshot shows a search results page for 'anxiety'. At the top, there is a search bar with 'anxiety' entered, a 'SEARCH' button, and a 'Filter' button. Below the search bar, there are filters for 'FORMAT' (All), 'AGE GROUP' (All), and 'POPULATION' (All), with an 'APPLY' button and a 'CLEAR FILTERS' link. A 'View' section contains three options: 'Grid', 'List', and 'List', with the 'List' option circled in red. The main content area shows 'We found 67 resources for anxiety' and lists resources under three categories: 'Apps & Programs (23)', 'Forums (3)', and 'Phone, Chat & Email (12)'. Each resource card includes the resource name, provider, and a 'Find out more >' link. A 'Therapist-guided' filter is highlighted with a red circle. A 'SHOW MORE' button and a 'Show all' link are also visible.

Search results for anxiety:

- myCompass (Black Dog) - Find out more >
- Made-4-Me program (Mental Health Online) - Find out more >
- Mixed Depression and Anxiety Course (This Way Up) - Find out more >
- SAD Online program (Mental Health Online) - Find out more >
- Generalised Anxiety Course (This Way Up) - Find out more >
- e-couch Anxiety and Worry Program (ANU) - Find out more >

SHOW MORE  
[Show all](#)

Forums (3)

- Anxiety forum (Beyond Blue) - Find out more >
- SANE Forums: Lived Experience (SANE) - Find out more >
- Young people forum (Beyond Blue) - Find out more >

Phone, Chat & Email (12)

- MindSpot telephone line | 1800 61 44 34 (MindSpot) - Find out more >

## Find Out More

The image shows a mobile browser interface displaying a webpage for the MindSpot Wellbeing Course. The webpage content includes the MindSpot logo, a navigation menu, a hero image of a smiling woman, and a section titled "MindSpot Wellbeing Course" with a description and expandable sections for "What is involved?", "Who is this course for?", and "Course results".

Overlaid on the right side of the browser is a sharing menu with the following options:

- Share on Twitter
- Share on Facebook
- Share on LinkedIn
- Email this resource
- Page view
- Close

At the bottom of the browser interface, three buttons are highlighted with red circles:

- OPEN LINK IN NEW TAB** (with an external link icon)
- Share** (with a share icon)
- Save** (with a star icon)



## Sharing Saved Resources

The screenshot shows the 'Head to Health' website interface. At the top, there is a navigation bar with the Australian Government Department of Health logo, the text 'Head to Health', and utility links for 'SEARCH RESOURCES', 'SAM THE CHATBOT', '3 SAVED RESOURCES' (circled in red), and 'I need help now!'. Below the navigation bar is a menu with categories: Home, Welcome, COVID-19 Support, Meaningful life, Mental health difficulties, Supporting yourself, Supporting someone else, and Service providers. A search bar is also present with the text 'Feeling impacted by the current bushfire crisis? Search for resources'. The main content area is titled 'Your saved resources' and includes a cartoon character holding a document. Below this, there is a checkbox for 'Save this list for next time'. A 'SHARE' button is circled in red, with a dropdown menu showing options: 'Email saved resources', 'Get shareable link', and 'Close'. Below the share options, there are two resource cards under the heading 'Apps & Programs (2)'. The first card is for 'Generalised Anxiety Course' (Therapist-guided) and the second is for 'myCompass'. Below these, there is a 'Forums (1)' section with a card for 'Anxiety forum'.

## Email Received

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[VIEW ON SITE](#)

### Apps & Programs

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This Way Up

#### **Generalised Anxiety Course**

Choose between a self-directed or therapist-guided online course for managing generalised anxiety.

[VISIT WEBSITE](#)

Black Dog

#### **myCompass**

A personalised self-help tool for building good mental health

[VISIT WEBSITE](#)

### Forums

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Beyond Blue

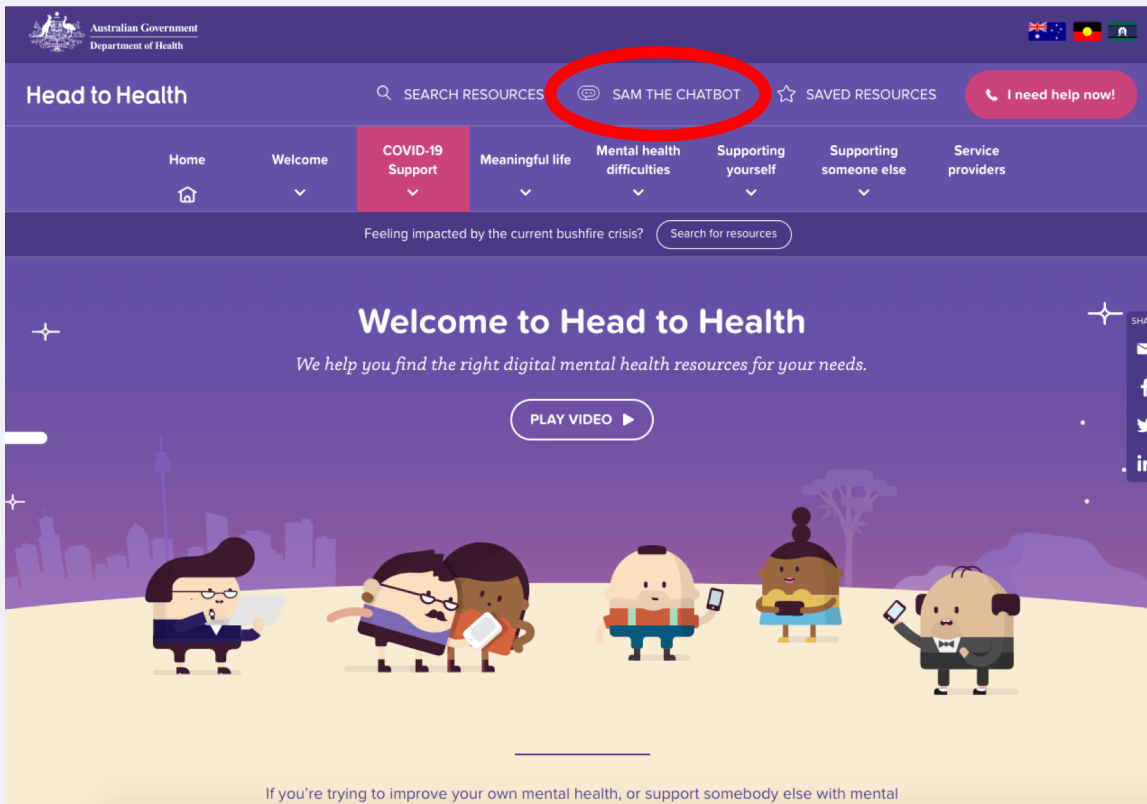
#### **Anxiety forum**

A peer support forum and safe community for anxiety and mental health.

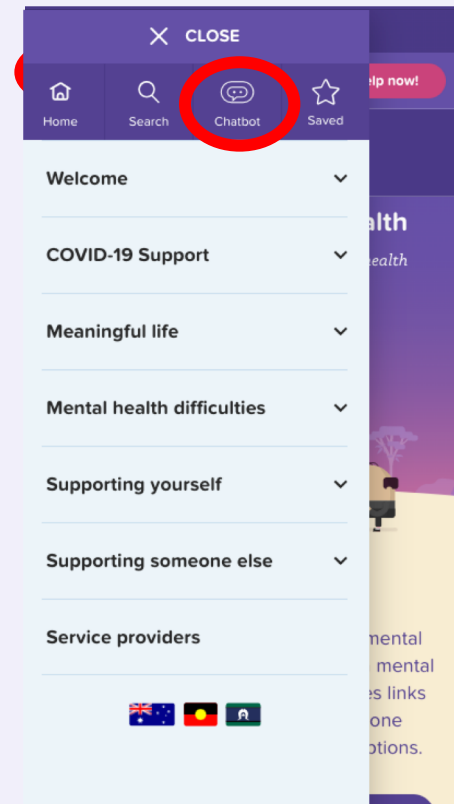
[VISIT WEBSITE](#)

## Not sure where to start?

### Desktop




### Mobile



## Sam the Chatbot

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A friendly-looking chatbot character named Sam, depicted as a white rounded shape with a blue speech bubble face, set against a green landscape background with rolling hills and trees.

Hello there,  
I'm **Sam**.  
Can I help you?

PLAY VIDEO ▶

I'm a virtual assistant here to provide you with information and to tell you about available services.

Okay

## Enter Your Query

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Okay. Hi Sam.



### What brings you here?

Tell me your situation and I'll see if I can recommend some online resources for you.

Type something here...

**my son had a panic attack**



## Make Up To 3 Selections



Hmm...

Do any of these sound like what's going on? Select the one/s that apply to you. You can select up to **three**.

Experiencing panic attacks

A past traumatic event is still affecting my life

Anxiety about a specific situation or object

Thinking about or being in social situations triggers anxiety and worry

Parenting / raising children

Pregnant or have a newborn

Looking for resources specific to carers

Looking for resources specific to children (5 - 12 years)

Looking for resources specific to young people (12 - 18 years)

Looking for resources specific to young adults (18 - 25 years)

**Submit (3)**

## Review Selections

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Here are some suggestions. Click on each button to see my suggested resources.

1. Experiencing panic attacks

OPEN

2. Parenting / raising children

OPEN

3. Looking for resources specific to young people (12 - 18 years)

OPEN

[What else can I do?](#)

## View Suggested Resources

### 1. Experiencing panic attacks CLOSE

Anyone can experience a panic attack, and it may be a one-off event.

However, if you have frequent and unexpected panic attacks, live in constant fear of having another one, and tend... [more](#)


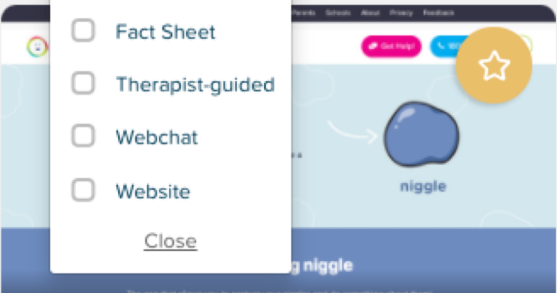
**FORMAT** ▼ **AGE GROUP** ▼ **POPULATION** ▼ APPLY FILTERS

All All All

- App
- Email
- Forum
- Helpline
- Fact Sheet
- Therapist-guided
- Webchat
- Website

[Close](#)

Items (6) [More info](#)



SHOW MORE



## Email Selection

The screenshot shows a user interface for selecting websites. At the top, there is a header with a menu icon, the text "Websites (2)", and a link for "More info". Below this, two website cards are displayed. The first card is for "MindSpot", featuring a woman's portrait and a star icon in a circle. The second card is for "Youthbeyondblue", featuring a video thumbnail and a star icon in a circle. Below the cards, there are two buttons: "Email resources" and "CLOSE". The "Email resources" button is circled in red, and the star icon on the MindSpot card is also circled in red.

Websites (2) [More info](#)

**MindSpot** online screening assessment

Complete your free, confidential Online Assessment to find out about your symptoms of anxiety and depression.

[Find out more](#)

**Youthbeyondblue** videos

Videos about mental health and wellbeing for people aged 12-25.

[Find out more](#)

[Email resources](#) [CLOSE](#)

## Key Topics

The screenshot shows the 'Head to Health' website interface. At the top left is the Australian Government Department of Health logo. The main navigation bar includes 'Home', 'Welcome', 'COVID-19 Support', 'Meaningful life', 'Mental health difficulties', 'Supporting yourself', 'Supporting someone else', and 'Service providers'. A search bar, 'SAM THE CHATBOT', and 'SAVED RESOURCES' are also present. A red button labeled 'I need help now!' is in the top right. The 'Supporting someone else' menu is open, displaying two main categories: 'How to support someone' and 'Grief and loss when caring'. Below these are several sub-topics: Aboriginal and Torres Strait Islander peoples, Aged and elderly, Children, Co-workers, Culturally and linguistically diverse people, Family, Friends, Parents, Partners, Young adults, and Young people. A 'SHARE' button with social media icons (Facebook, Twitter, LinkedIn) is visible on the right side of the page.

Australian Government  
Department of Health

Head to Health

SEARCH RESOURCES SAM THE CHATBOT SAVED RESOURCES I need help now!

Home Welcome COVID-19 Support Meaningful life Mental health difficulties Supporting yourself Supporting someone else Service providers

**How to support someone** →

**Grief and loss when caring** →

**Supporting...**

Aboriginal and Torres Strait Islander peoples	Aged and elderly	Children	Co-workers
Culturally and linguistically diverse people	Family	Friends	Parents
Partners	Young adults	Young people	

SHARE

f

Twitter


in

## Service Providers

Head to Health SEARCH RESOURCES SAM THE CHATBOT SAVED RESOURCES I need help now!

[Welcome](#) [Meaningful life](#) [Mental health difficulties](#) [Supporting yourself](#) [Supporting someone else](#) [Service providers](#)

Service Providers by name: **ABCDE** • FGHIJ • KLMNO • PQRST • UVWXYZ



**Black Dog Institute**


### Black Dog

The Black Dog Institute is a translational research institute that aims to reduce the incidence of mental illness and the stigma around it, to actively reduce suicide rates and empower everyone to live the most mentally healthy lives possible.

RESOURCES ON HEAD TO HEALTH

7 Websites	2 Apps and Programs
0 Forums	0 Phone Chat and Email

[SEE 9 RESOURCES](#)



**blue knot foundation**  
*empowering recovery from childhood trauma*

### Blue Knot Foundation

Blue Knot Foundation, National Centre of Excellence for Complex Trauma, provides phone counselling, resources, workshops for adults affected by childhood trauma and abuse. It educates/trains people who support survivors personally or professionally.

RESOURCES ON HEAD TO HEALTH

5 Websites	0 Apps and Programs
0 Forums	2 Phone Chat and Email

[SEE 7 RESOURCES](#)

## Feedback From Users

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- ✓ *User-friendly*
- ✓ *Easy to navigate*
- ✓ *Great range of resources*
- ✓ *Visually appealing*
- ✓ *Sam the Chatbot provides helpful suggestions*
- ✓ *Good to have everything in one place*
- ✓ *Very empowering*



## Summary of Features

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- I need help button
- Search by keywords
- Searching with Sam the Chatbot
- Filter by format, age group or population
- Saving resources
- Emailing or sharing resources
- Key topics
- Service providers



## Using and Recommending

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1. Start with one or two relevant services or resources
2. Become familiar with a service, program or app before recommending to others/clients  
*(Note that some programs have practitioner portals)*
3. Show knowledge and enthusiasm
4. Make specific recommendations
5. Show them what the program/resource/app looks like if possible and help them register
6. Follow up with them



# Using Resources in Sessions

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Options:

Suggest/recommend for  
self-management

Refer to a digital service

Coach/support client  
using resource

Use to guide what to  
do in sessions



# Support for Practitioners

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- Further support for practitioners is available through eMHPrac (e-Mental Health in Practice).
- eMHPrac are funded by the Australian Dept of Health to provide free training and support in digital mental health to health practitioners nationwide.
- Go to our website [www.emhprac.org.au](http://www.emhprac.org.au) for helpful webinars, podcasts, fact sheets, brochures, and evidence.
- Contact us at [emhprac@qut.edu.au](mailto:emhprac@qut.edu.au).

