Exploring Head to Health:

Key Features and Tips for using Australia's Digital Mental Health Gateway

headtohealth.gov.au

Presented by eMHprac
E-MENTAL HEALTH IN PRACTICE

Finding Mental Health Support

- 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
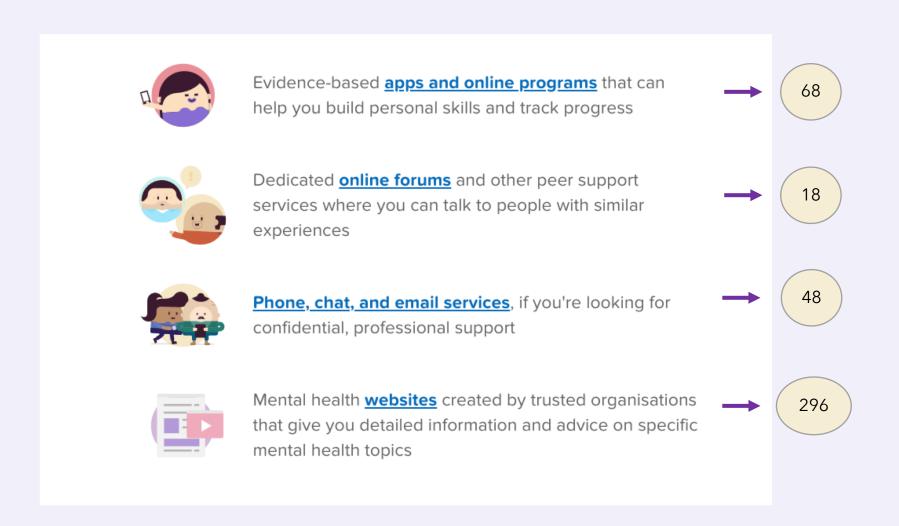
Services and Resources

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

- 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

- 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

- 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.
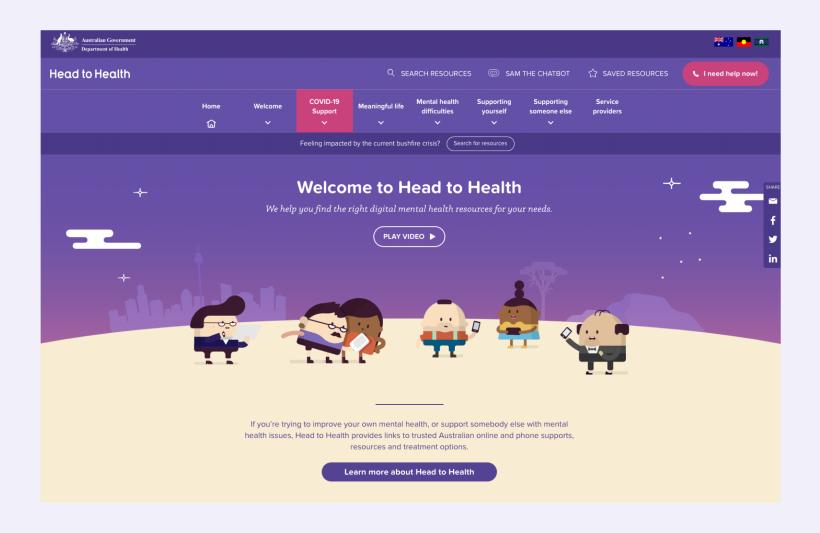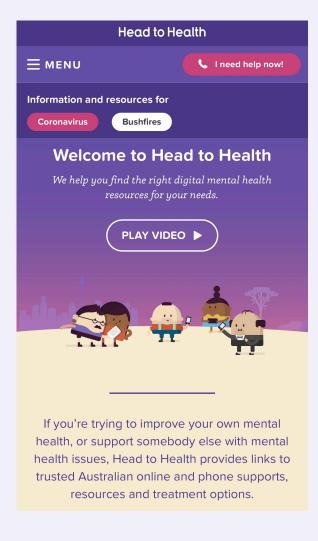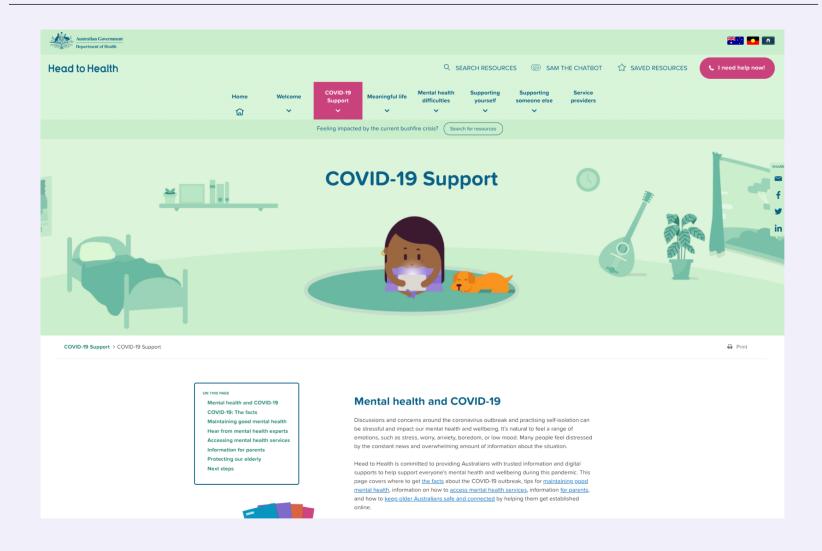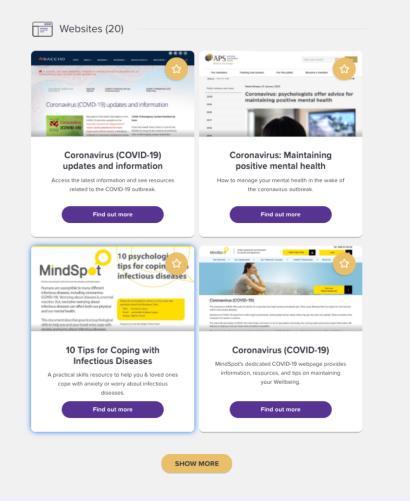
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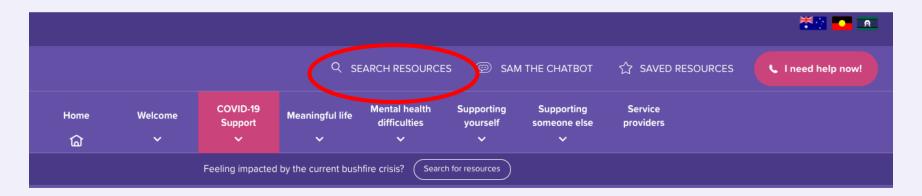
Mobile Device

COVID-19 Support

Head to Health

COVID-19 Support

Head to Health
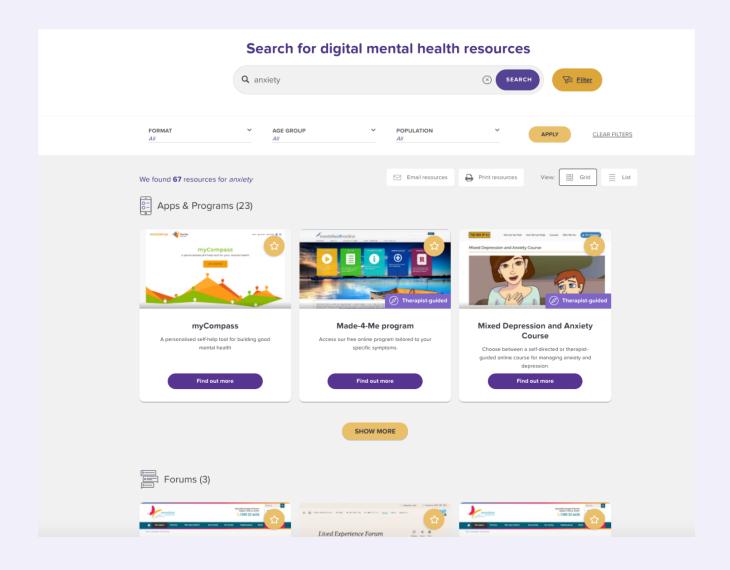
Searching

Or scroll down screen to:

Head to Health

Resource Options

Resources Options and Saving

Use Filter

Head to Health

List Format

Head to Health

Find Out More

Sharing Saved Resources

Head to Health

Email Received

VIEW ON SITE

Apps & Programs

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

Beyond Blue
Anxiety forum

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

VISIT WEBSITE

Head to Health

Not sure where to start?

Desktop

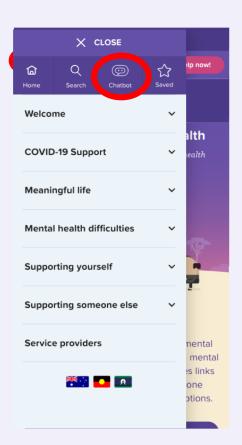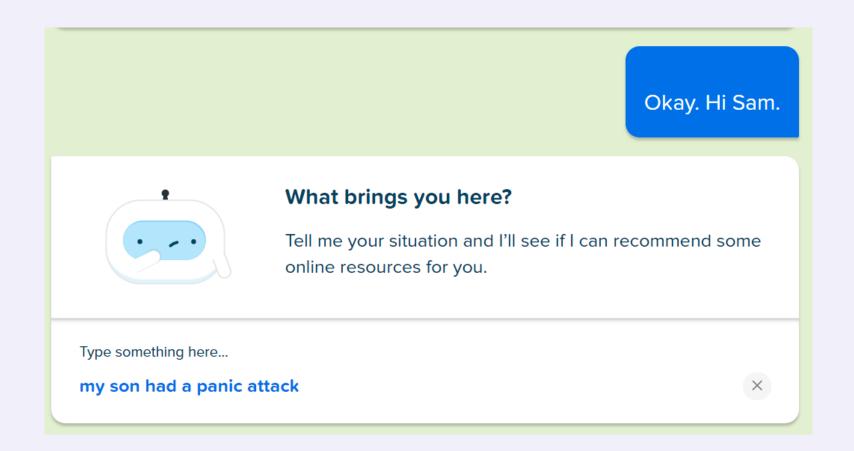**Mobile**

Sam the Chatbot

Enter Your Query

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

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?

Head to Health

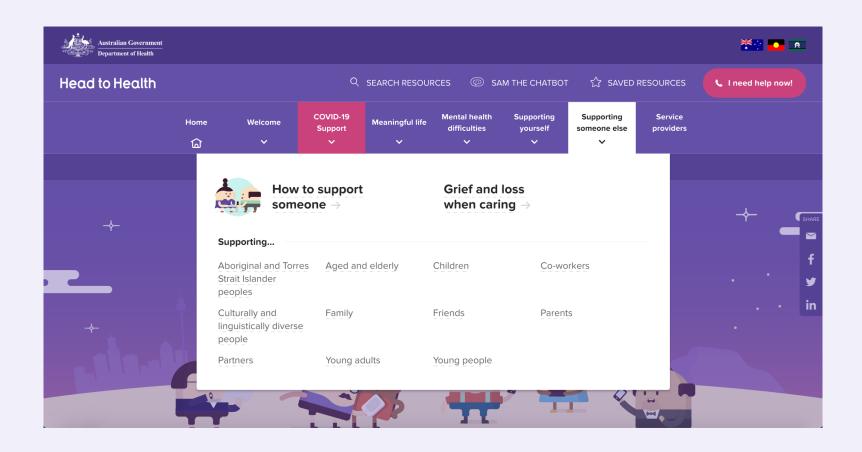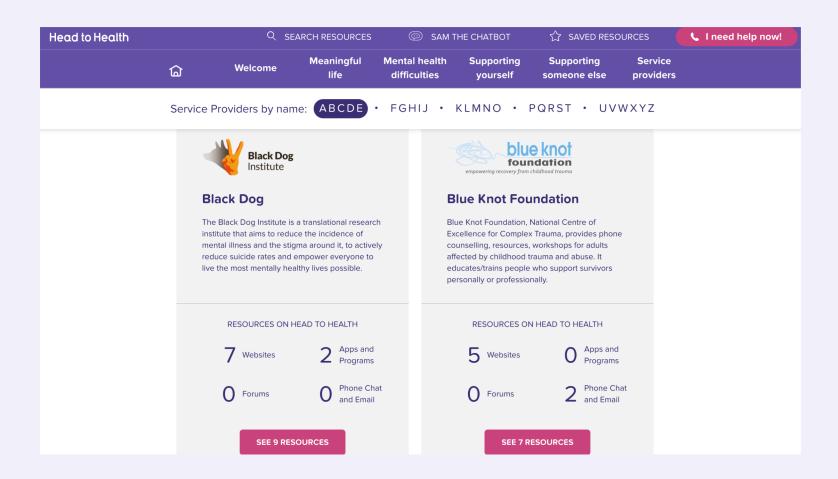# View Suggested Resources

Email Selection

Key Topics

Head to Health

Service Providers

Feedback From Users

✓   *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

- ❑   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

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

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Using Resources in Sessions

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

- 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 for helpful webinars, podcasts, fact sheets, brochures, and evidence.

- Contact us at emhprac@qut.edu.au.