

## eMHPrac Head to Health Slideshow Transcript

### Slide 1 - Title

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

### Slide 2 – Finding Mental Health Support

Are you looking for mental health support for yourself or someone else?

Head to Health is a wonderful website and 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.

### Slide 3 – Services and Resources

There are a number of different types of services and resources available. Head to Health brings together apps, online programs, online forums, and phone services, as well as a range of digital information resources.

Currently in April 2020, there are 68 apps and online programs. Some of the programs provide therapist support for the user whereas others are self-guided for people who prefer to work on their own.

There are 18 different online forums and 48 phone, chat and email services.

There are many information websites, almost 300.

New services are being added so these numbers will increase over time.

### Slide 4 - About

Head to Health was launched in October 2017 by the Minister of Health.

There are currently 38 Australian service providers offering digital mental health services and resources on Head to Health.

Service providers need to meet the following criteria:

- free or low-cost resources
- nationally available, and
- government funded.

Note that some providers with a low cost have waived their fee during the COVID-19 crisis.

### Slide 5 – Development

The Australian Department of Health held an extensive consultation process to develop Head to Health. It was co-designed with:

- People with lived experience
- Health professionals and
- Mental health service providers.

The website has won a number of awards since it was launched.

### Slide 6 – Benefits

- There are many benefits to web-based mental health services.
- 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. Crisis services, programs and apps can be used at any time.
- They are useful for anyone with concerns, not just for people with mental health diagnoses
- They are also helpful for health practitioners to use for their own mental health support. And they get to know the resource well to recommend or use with clients.

#### Slide 7 – Computer Desktop

Head to Health has been designed to be used on different types of technology devices. This is the home page for desktop computers.

#### Slide 8 – Mobile Device

This is Head to Health on a mobile phone.

Note the “I need help now” button at the top of the home page.

This takes the user to Triple O, crisis phone lines and state-specific mental health crisis services.

#### Slide 9 – COVID-19 Support

Head to Health has recently added resources relevant to COVID-19.

#### Slide 10 – COVID-19 Support

It lists relevant phone, chat and email lines as well as websites.

It will continue to update these.

#### Slide 11 - Searching

There is a Search Resources button that you can use to search for any topic.

Otherwise you can scroll down and type in keywords under Looking for Support.

#### Slide 12 – Resource Options

Head to Health then lists some resources on your topic.

Apps and programs are listed first, you can see there are 23 here.

Keep in mind that most programs will require registration with a login username and password. However for some services these can be anonymous.

Forums are listed next. These can provide valuable interaction with others who share similar concerns. They are moderated so that appropriate and safe communication occurs.

#### Slide 13 – Resource Options and Saving

The next services to be listed are phone, webchat and email. Many services provide a number of these options of communicating. The main crisis lines provide 24/7 phone counselling however webchat hours vary. Many are in the evenings but some are also available during the day so check resources for times.

Websites are the final option listed and these provide detailed information about your topic.

You can save resources by clicking on the star in the right hand corner, the filled in star means it is saved

#### Slide 14 – Use Filter

You may wish to use a filter for your search.

You can search by format, age group or population. Click on Apply and then you will just see relevant resources.

#### Slide 15 – List Format

You may prefer to use the list option to see your search results.

This can be done by clicking the list box on the right.

The purple icons show therapist supported programs.

You can also save here as well.

#### Slide 16 – Find Out More

If you click on find out more you can see a description of the service or resource.

You can open link in new tab, save or share to a number of options.

#### Slide 17 – Sharing saved resources

You can see how many saved resources you have in the top button. This shows that I have 3 saved resources and I can see which ones on the screen.

I can email them or share as a link.

#### Slide 19 – Email Received

The nominated email address receives the information in list format.

#### Slide 19 – Not sure where to start?

Sometimes you are not sure where to start.

Head to Health provides Sam the Chatbot to help.

On a desktop computer you click on Sam in the top menu bar.

On a mobile you click on menu to get the drop-down menu and then click on Chatbot.

#### Slide 20 – Sam the Chatbot

As you can see Sam is a virtual assistant. Click ok to proceed to the next step.

#### Slide 21 – Enter Your Query

Sam then asks What brings you here? You can see that I have typed in “my son had a panic attack”.

#### Slide 22 – Make Up to 3 Selections

Sam then suggests some possibilities, you can make up to 3 selections.

You can always come back and look at more.

I have selected 3 of the options as highlighted in blue.

One of the benefits of using Sam is that options can be more tailored to your concern and you may also come across helpful suggestions that you had not considered before.

#### Slide 23 – Review Selections

I can then click on any of the selections to view further.

#### Slide 24 – View Suggested Resources

If I click on the first option, I can see suggested services. Apps and programs, and then there would be forums, phone, chat or email services and websites.

If I wish I can apply a filter as outlined earlier.

#### Slide 25 – Email Selection

You may wish to email the suggested selections, or you can choose to save some and just email those ones as outlined earlier.

#### Slide 26 – Key Topics

Head to Health also lists key topics about mental health in general. You can look at ideas to build a healthy and meaningful life, learn about mental health difficulties, and how to support yourself and others. For every topic, the site suggests key resources.

#### Slide 27 – Service Providers

Every service provider on Head to Health is listed here. You can see how many and types of resources they have on the site and can also explore them from here.

Services are able to maintain the currency of their details via a service provider portal.

#### Slide 28 – Feedback From Users

Users have provided positive feedback on Head to Health as outlined here.

There is a feedback form on the site. The Department is keen to obtain thoughts and suggestions to ensure the site stays a positive and relevant source of information.

#### Slide 29 – Summary of Features

This slide summarises some of the key features of Head to Health that I have talked about:

- I need help button
- Search by keywords
- Search with Sam the Chatbot
- Filter by format, age group or population
- Save resources
- Email or share resources
- Key topics
- Service providers

#### Slide 30 – Using and Recommending

We realise that the amount of services and resources can be overwhelming at first.

However users can become familiar with the key programs, online forums and chat services available.

We advise the following steps:

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 so you can learn about the site this way.
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. We know that starting something new can sometimes be the biggest challenge.
6. Follow up with them. We also know this can make a big difference to whether someone continues receiving mental health support.

#### Slide 31 – Using Resources in Sessions

There are a number of ways that practitioners can use digital mental health services with clients:

- You may suggest or recommend a service or resource for self-management,
- You may refer a client to a digital service,
- You may coach or support your client using a resource, or you may
- Use the resource to guide what to do in sessions.

#### Slide 32 – Support for Practitioners

- Further support for practitioners is available from eMHPrac (e-Mental Health in Practice).
- eMHPrac are funded by the Commonwealth 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 research evidence.
- We are currently developing further resources for practitioners and happy to discuss ideas.
- Contact us at [emhprac@qut.edu.au](mailto:emhprac@qut.edu.au).
- We acknowledge the support of our partners, the Digital Mental Health team and the Head to Health team at the Department of Health.
- Thank you for listening and we hope this has been helpful.