



IPC Health HeadtoHelp Hub

In response to the significant impact the COVID-19 pandemic is having on the mental health of individuals and communities across Victoria, the Australian government has provided funding for more than 15 dedicated mental health HeadtoHelp Hubs which have now been established across Victoria.

Who can contact the IPC Health HeadtoHelp Hub?

HeadtoHelp has a No Wrong Door approach. This means that all Victorians of any age who are experiencing emotional distress, mental ill-health and/or addiction can receive help from HeadtoHelp, along with their families and carers.

The IPC Health HeadtoHelp Hub supports people living in the areas of Brimbank, Hobsons Bay, Wyndham, Melton, Bacchus Marsh and Little River.

What type of support can I receive from the IPC Health HeadtoHelp Hub?

The IPC Health HeadtoHelp Hub takes a holistic approach to mental health, whether you have a mental ill-health history or it's the first time you have reached out for support.

Your HeadtoHelp Hub clinician will apply a personalised approach to understand what's going on for you. They will draw upon the broad range of services available and identify which ones best suit your needs.

In the first instance, we will talk to you about your personal concerns and identify the support you need. We then work with you to develop a package of support services suited to your individual situation. That support may be provided from within the HeadtoHelp Hub team or we may refer you to other health providers who are better suited to support you.

The IPC Health HeadtoHelp Hub will provide:

- Personalised intake services with a caring, holistic approach
- Counselling and support with mental health professionals

You may also benefit from:

- Mental health group programs to support community needs
- Social connection and support through our Wellbeing Coordinators
- Peer support workers with lived experience who have insight, empathy and an understanding of what you are going through

Is HeadtoHelp Hub a telehealth service only or can you meet with someone face to face?

The IPC Health HeadtoHelp Hub is a face to face service however we also provide the option of counselling over the phone or via video call.

Are HeadtoHelp services free?

Yes! HeadtoHelp is a free and confidential service. If we think you will benefit from support from another service, we will ensure where possible that it is free or low cost.

Do I have to go to my GP to get a mental health treatment plan before seeking HeadtoHelp services?

No, a mental health treatment plan is not required for you to access HeadtoHelp support.

How can I contact my local HeadtoHelp Hub?

- Call the state wide HeadtoHelp Central Intake on **1800 595 212**. The HeadtoHelp Intake Worker will chat to you about your concerns and then identify your nearest HeadtoHelp Hub or other suitable services that can support you.
- Visit the IPC Health Wyndham Vale campus located at 510 Ballan Rd, Wyndham Vale and ask to speak to a HeadtoHelp Hub Wellbeing Coordinator or Mental Health Clinician.
- Call the IPC Health HeadtoHelp Hub directly on **7037 2105** to speak with a HeadtoHelp Hub Wellbeing Coordinator or Mental Health Clinician.