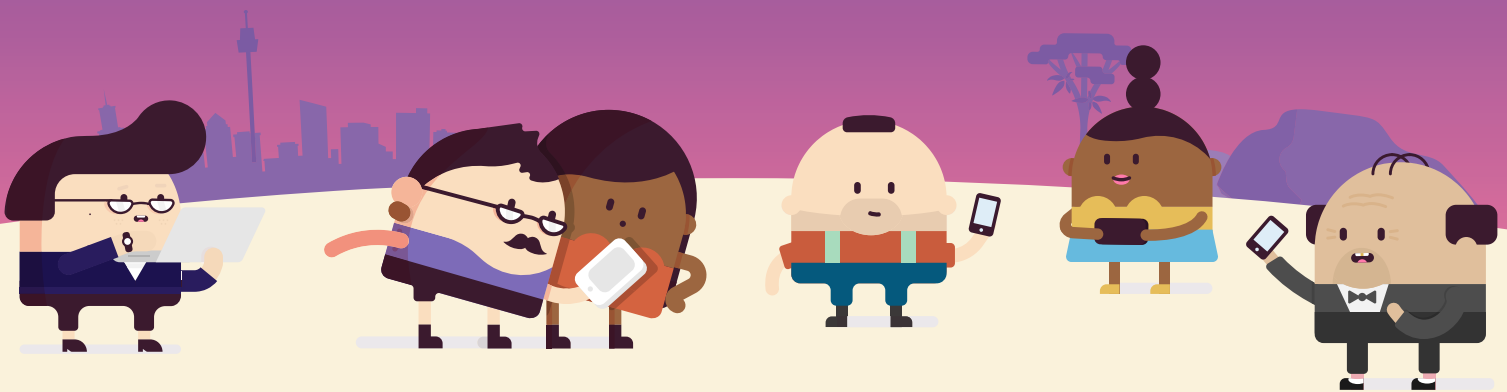




Service Provider Information pack

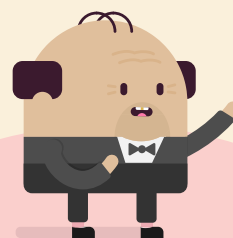


Our story

Head to Health is the Australian Government's digital mental health gateway, and offers quality **digital mental health resources** delivered by trusted Australian service providers.

Head to Health aims to help people more easily access information, advice, and free or low cost phone and online mental health services and supports, that most suit their needs, when and where they need it.

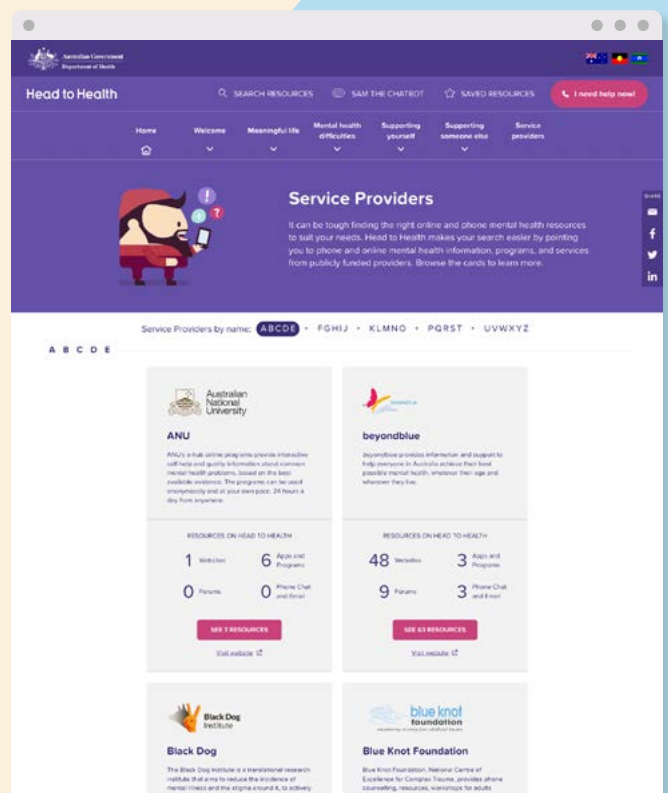
Head to Health is the result of an extensive **co-design** process between the Australian Government Department of Health, people with a lived experience of mental health challenges, as well as service providers, health professionals, and the Australian public.



Right now, Head to Health contains around **380** mental health services and resources funded by the Australian Government

Getting to know Head to Health

- We encourage you to visit [Head to Health](#). Look through the Service Provider tab and view some of the resource cards which summarise the phone and online supports Head to Health can direct you to.
- Check out Head to Health animated videos on [YouTube](#).
- Head to Health is not the place for detailed information and advice, and it does not provide a 'service' in the traditional clinical sense. There are plenty of organisations that provide these — and Head to Health will point you to some of the best digital resources available in Australia.
- Our focus is on digital (phone and online) mental health information, advice and treatment options. We don't list face to face services such as individual mental health professionals (e.g. GPs or psychologists). Information about face to face services can be found on the [National Health Service Directory](#) managed by HealthDirect Australia.



Getting involved with Head to Health

Being listed on Head to Health can benefit your organisation in the following ways:

- ✓ Increased traffic to your digital mental health resources and services
- ✓ Promote your product or service as a trusted resource
- ✓ Increase your organisation's brand recognition
- ✓ Receive detailed analytics on how your resources are being utilised through Head to Health
- ✓ \$0 cost to you (but some terms and conditions)



Sound good?
Keep reading to see how you can get involved.

Eligibility checklist

To be eligible to be listed on Head to Health, your product or service must tick the following boxes:

Be a **digital** mental health-related resource that is free or low-cost
E.g. mobile apps, online programs, information websites, online forums, phone, web-chat, or email.

Be delivered by an Australian provider and **nationally** available
E.g. available for anyone in Australia to access.

Be funded by **Commonwealth or State/Territory Government** and not in trial or research phase.
If State/Territory Government funded, evidence of funder's support/endorsement must be provided.

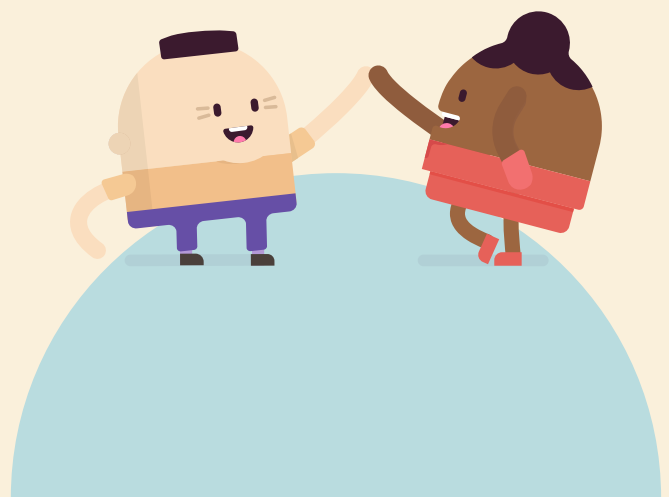
We're working on a Certification Framework

Service providers currently listed on Head to Health are limited to those funded by the Australian Government. Services that are in scope of what Head to Health is about and that are funded by State/Territory governments will soon be added.

The Australian Commission on Safety and Quality in Health Care is developing a certification framework, including national standards, for digital mental health services.

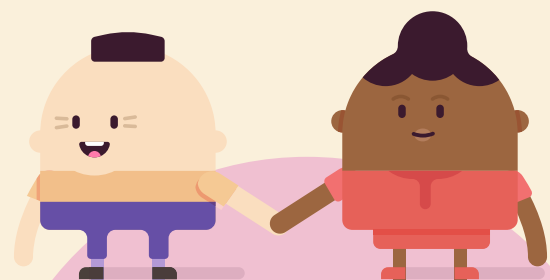
In the future, we expect new digital resources wanting to be listed on Health to Health will need to show they have met, or are working towards meeting, the new standards. This will broaden service choice for Head to Health users, and assist in filling service gaps. It will also ensure the integrity, quality, and trust in Head to Health is also maintained.

Updates on progress with the certification framework are available from HeadtoHealth@health.gov.au.



Steps to apply to be listed on Head to Health

- 1** Email HeadtoHealth@health.gov.au with:
 - A summary overview of your digital mental health product and/or service including hyperlinks, and addressing the eligibility criteria listed on page 5.
 - A statement accepting/agreeing to the terms and conditions outlined in Appendix 1.
 - State and Territory funded digital mental health resources will need to **provide evidence** stating the State or Territory Government that funds the product also endorses the product or service. This could be a letter of support or email from the funding body.
- 2** The Head to Health team will assess your application and you'll be advised of the outcome. If successful, the Head to Health team will guide you in setting up your access to the Service Provider Portal so your digital service/product can be listed on Head to Health.



Contact us

Get in touch

If you have questions or require further information, please email the Head to Health mailbox: HeadtoHealth@health.gov.au. A member of the team will be in touch with you shortly.

Keep up to date on social media



Facebook Latest updates from the Department of Health including Head to Health news.



Twitter Latest updates from the Department of Health including Head to Health news.



YouTube Various videos on Head to Health, including showcasing certain features such as 'search' and 'Sam the Chatbot'.



Appendix 1

Terms and Conditions for Service Providers listed on Head to Health

The organisation has the following responsibilities in its cooperation with the Commonwealth and with the Commonwealth's Head to Health delivery partners:

- Provide the Commonwealth with advice on the design and implementation of Head to Health;
- Provide the Commonwealth with relevant advice and support in the ongoing operation and enhancement of Head to Health including content development and review, particularly if relevant to the organisation's areas of expertise, and informing development of other enhancements;
- Participate in consultative forums and advisory meetings as appropriate and required, including attendance in person or via tele- or video-conferencing;
- All reasonable costs associated with travel to, and participation in, the Department's consultative arrangements for Health to Health, will be met by the organisation;
- Review and provide input on the operations, standards, protocols and ICT system interfaces required to seamlessly integrate its digital mental health service with Head to Health;
- Take reasonable action to align operations, standards, protocols, and/or ICT system interfaces to enable seamless integration of its digital mental health service with Head to Health, including implementation of specific tracking code where applicable or other alternative as specified and agreed by the Commonwealth or its Head to Health delivery partners;
- Cooperate and share available information to enable the collection and compilation of digital mental health service information, reports, and data required to measure the performance of Head to Health, and for the effective ongoing operations of Head to Health (this will be supported through implementation of specified tracking programs, or alternatives where possible as mentioned above);

Appendix 1

Terms and Conditions for Service Providers listed on Head to Health continued...

- Take reasonable action to actively contribute to the promotion of Head to Health, including sharing Head to Health social media posts, surveys, newsletters and/or other communication materials (e.g. posters, postcards, videos, and topic-specific Head to Health banners for inclusion on your website) where possible;
- Install backlinks to Head to Health on the organisation's website;
- Cooperate and share with the Commonwealth any available feedback from users of Head to Health (this could include clients, consumers, patients, carers, service providers, health professionals); and
- As required, participate in the development, adoption, and implementation of the Certification Framework for Digital Mental Health Services, and when available, work towards meeting the national standards or equivalent, contained in the Certification Framework.