

Frequently Asked Questions

Who can contact Launceston Head to Health?

Launceston Head to Health is for all adults across the north and north east region of Tasmania. It is for adults of any background, who are experiencing emotional distress or whose mental health is suffering. This includes people experiencing addiction, families, and carers. Even if you have never sought help before, Launceston Head to Health is here for you.

What type of support can I receive from Launceston Head to Health?

At your first visit, we will talk with you about your personal concerns to identify the support you need. We will then work with you to develop a care plan of support services that respond to your individual situation. This might involve referring you to existing mental health services or continuing to receive mental health support through the Launceston Head to Health centre.

Launceston Head to Health takes a holistic approach to your mental health, whether you have experienced mental ill-health in the past or if this is the first time you have reached out for support.

We're here to help you to understand the type of support you need. We draw on our broad knowledge of the range of services available to identify what best suits your individual needs. With your consent, we can also work with your GP to ensure they are kept informed about the support services recommended for you.

How is Launceston Head to Health different from other mental health support services?

Sometimes you may know that you need support but may struggle to know what type of support is right for you. Rather than jumping straight into a service that might not suit you, it can be helpful when someone takes the time to hear your concerns and lets you know which service is right for you. Our staff are like tour guides for the mental health world – they know which care options are out there, so they can guide you to the best solution for you.

How do I contact Launceston Head to Health?

Call us on **1800 424 578** Monday to Friday 9am to 9pm, and Saturday, Sunday, and public holidays 10am to 2pm. Email us at headtohealth.launceston@stride.com.au.

This phone number and email will put you directly through to our Launceston team.

For urgent support, call Lifeline 13 11 14. If you need immediate help or are at risk of harm to yourself or others call 000 now.

Is Launceston Head to Health a telehealth service, or can I meet with someone face-to-face?

Launceston Head to Health is a walk-in clinic with face-to-face sessions available. For areas that are within our catchment but not practical for attending our centre (e.g., Flinders Island), telehealth consultations with our frontline staff can be arranged. This service will need an appointment, unlike our regular walk-in service model. Please phone 1800 424 578 or email headtohealth.launceston@stride.com.au to arrange a telehealth consult with one of our frontline staff.

Are Launceston Head to Health services free?

There is no cost for using Launceston Head to Health services. However, not everyone who contacts us will be suitable for treatment at Launceston Head to Health clinic. If we believe you will benefit from support from another provider, where possible, we will ensure this is also a free or low-cost service if you let us know that you have financial concerns.

Will health advice and plans developed by Launceston Head to Health be shared with my GP or my other health care providers?

With your consent, we can share all or parts of any advice and plans with your GP or other health care providers. If you prefer not to have them shared with your current health providers, that is fine as well. However, we will encourage you to discuss any additional advice or support you receive from us with your GP or other health providers because coordinating your care and reducing duplication is in your best interests.

I already have a private psychologist. Can I access Launceston Head to Health services?

Yes. However, we will ensure there is no duplication in the treatment and services you access. If you are already seeing a psychologist – or another relevant mental health professional – please advise us so we can identify the best types of services to meet your support needs.

Do I have to have a Mental Health Treatment Plan before seeking Launceston Head to Health services?

No, anyone can contact or walk-in to Launceston Head to Health, whether they already have a GP mental health treatment plan or not. If we believe you require a mental health treatment plan, we can discuss that with your GP with your consent.

Which areas of Northern Tasmania can access Launceston Head to Health's services?

People living in the following eight local government areas can visit, phone, or email the centre for support:

1) Launceston, 2) Break O'Day, 3) Dorset, 4) Flinders Island, 5) George Town, 6) Meander Valley, 7) Northern Midlands, and 8) West Tamar.

How can I use the Launceston Head to Health After Hours Service?

If you are experiencing emotional or suicidal distress you can drop-in and visit the centre to access immediate support. Our Peer workers are there to listen and support you, however you need. We can help you to develop a safety plan and can provide resources and referrals. Carers, family and friends are welcome to accompany you in the space.

Our After Hours Services is available Monday to Friday 5pm-9pm and Saturday, Sunday, and public holidays from 10am to 2pm. Immediate mental health support available.