

MEDIA RELEASE



Medibank Health Solutions to operate new statewide mental health assessment and referral phone service

29 June 2022

WA Primary Health Alliance (WAPHA) is pleased to announce Medibank Health Solutions as the successful organisation to operate a new statewide Head to Health Assessment and Referral Phone Service for the WA community, following an open tender process.

From 1 July 2022, the Service will provide statewide access to telephone-based assessment and referral to match people to services that meet their mental health needs. Information and advice about mental health and alcohol and other drugs (AOD) use will also be available.

Assessments, undertaken by trained mental health professionals, will include a follow up call placed by the Service team within seven days of the person's initial call for help.

Community members can contact the helpline, free of charge, Monday to Friday: 8:30 am to 5:00 pm by dialing **1800 595 212**.

The Service will be delivered as part of the national network of Head to Health Services, including Head to Health adult mental health centres and the Head to Health digital mental health platform, funded by the Australian Government.

Comments attributed to Mark Cockayne, General Manager, Commissioned Services, WAPHA:

"Medibank Health Solutions brings a wealth of experience to this telephone-based consultation service designed for Western Australians.

The service will support better referral and service navigation for community members seeking mental health care, using the national Initial Assessment and Referral Decision Support Tool set by the Australian Government."

Comments attributed to Dr Andrew Wilson, Medibank Group Executive - CEO Health Services:

Dr Andrew Wilson said the health company was pleased to deliver the Head to Health Assessment and Referral Phone Service to the WA community.

"The Australian Government's National Mental Health and Suicide Prevention Plan recognises that good mental health care starts with the right assessment and referral.

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The Medibank team is looking forward to providing the Service to the WA community and working with WAPHA to ensure the community can access support when and where they need it.”

Comments attributed to Hon Mark Butler MP, Australian Minister for Health and Aged Care:

“The Albanese Government understands the importance of mental health care for Australians.

From COVID-19 to everyday pressures, demand for mental health support has surged to record levels across the country.

We need to make sure we have the right resources in place so Australians can get the care they need.

That's why it's important to have services such as Head to Health which provide telephone, face to face and digital support, wherever Western Australians may be.”

To learn more about WAPHA’s mental health priorities, visit [Our Priorities: Mental Health](#).

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About Head to Health:

The Head to Health Assessment and Referral Phone Service will operate alongside the Midland Head to Health, adult mental health centre, operating since 1 March 2022, and supports community access to the expanding network of [Head to Health](#) services. As a national initiative, Head to Health presents a new standard in care navigation for individuals experiencing mental health issues by connecting users to support from Australia’s most trusted mental health organisations and digital resources.

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About Medibank Health Solutions:

Medibank Health Solutions is one of our nation's largest providers of telephone and web-based health support services, providing essential care to those who need it 24 hours a day, 7 days a week, 365 days a year. Last year, the team had around two million interactions with Australians seeking health or mental health counselling support. For more information, visit www.medibank.com.au/health-support/health-services/health-solutions

About WA Primary Health Alliance:

WA Primary Health Alliance shapes, strengthens and sustains primary health care through partnerships and strategies that improve people's access and health outcomes. As the operator of WA's three Primary Health Networks – part of the Australian Government national PHN program – we help communities and people most at risk of poor health to get better access to care closer to home. We achieve this by supporting general practice to deliver the highest quality patient care, funding local primary health care services based on community needs and connecting local services to simplify the health care system. Along with our strong partnerships, our statewide structure allows us to deliver better health, together for the benefit of the WA community. For more information, visit www.wapha.org.au