

# HOLYOAKE

Whenever you're ready.

## Medicare Mental Health Centre

(Head to Health)

## Northam

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Service Manager

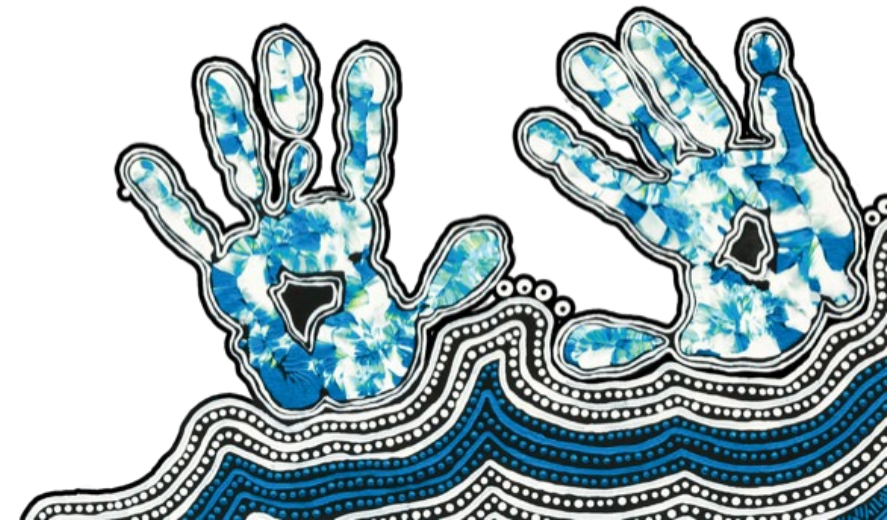
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Clinical Nurse Consultant



# Acknowledgment of Country

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In the spirit of reconciliation, we would like to respectfully acknowledge the Whadjuk People as the Traditional Custodians of the land on which we all meet today. We recognise their continuing connection to culture, land and water and pay our respects to Elders past, present & emerging, as well as to those Aboriginal & Torres Strait Islander people that are here with us today.

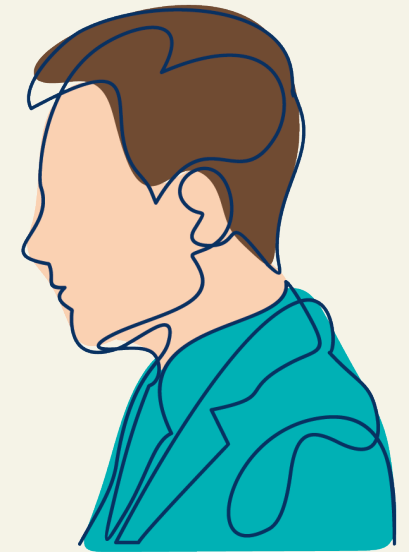


# Acknowledgment of Lived & Living Experience

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We would also like to acknowledge those that we have lost, have been bereaved or impacted, and those with lived experience of alcohol and other drug dependence, mental ill-health or suicidal ideations.

We acknowledge the voice of lived experience & honour those voices by allowing them to guide the work that we undertake.



# Finger on the Pulse...

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Holyoake Pulse of the Wheatbelt survey tracks mental health issues on an annual basis.

The 2023 Pulse Survey demonstrated that **77%** of people in the Wheatbelt believed that wait lists and wait times to access health and wellbeing services were too long.

Holyoake has responded in offering walk in services with no referral to support people whenever they are ready.



# What's the current landscape of Mental health in The Wheatbelt?

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Last year there was **31,610** service contacts to WACHS Wheatbelt community mental health services:

- **57%** (18,065) were adults
- **13%** (4,159) elderly adults.
- The numbers continue to rise rapidly

Over the last 5 years, the rate of deaths by suicide were **higher in the Wheatbelt** than the State and National rates.





# What's the current landscape of Mental health in The Wheatbelt?

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Last year **1,377** people were referred to a WACHS Wheatbelt community mental health service, of which **64%** (883) were adults and a further **12%** (158) elderly adults.

Northam Medicare Mental Health Centre opened June 10, 2024

*Over the last 6 months the service has supported over **211 people** into our services.*



# Medicare Mental Health - Service Outline

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- A **free, walk-in** service that provides **access** to **mental health support** in a safe and welcoming environment, **no appointment needed**.
- Available to adults in the Wheatbelt experiencing low to moderate mental health concerns.
- Short to medium-term services and support tailored and case formulation prepared in response to a person's **individual** presenting **needs, goals** and **circumstances**.

# Medicare Mental Health- Service Provision -

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- **Immediate** and **responsive care** and advice provided by mental health professionals
- **Peer support workers** who draw on **their own lived experience** to provide support
- Psychology interventions, delivered by **AHPRA registered Psychologists**
- Interventions delivered by our **Allied health** and **Clinical Nursing staff**
- **Care coordination** providing timely responsive support to individuals and their families.
- Access to Group support
- A range of bespoke **online programs** and **resources**



# The Team

- **Clinical Nurse Consultant (Clinical Lead)**

- Therapy sessions
- Case management
- Clinical supervision
- Counselling
- Inter-agency approach

- **Psychologist (Allied Health Professional)**

- Therapy sessions
- Diagnosis
- NDIS support

- **Social Worker (Allied Health Professional)**

- Therapy sessions
- Community support

- **Mental Health Nurse (Allied Health Professional)**

- DBT
- Health information
- Psychosocial support

- **Peer Support Workers**

- Ongoing support
- Case management
- Referrals to other services
- Lived experience



# Referral process

- People can **self refer** via **phone or walk in**.
- Referrals can come via the 1800 National line or Stakeholder Referral
- Northam referrals are typically from
  - Wheatbelt Mental Health
  - Local GP's
  - Holyoake services
- Once a referral is received
  - A **peer support worker** contacts the client
    - Gather's demographic data
    - Books in an initial assessment with Allied Health Professional
    - The client attends the initial assessment
    - The client is assigned to the best match team member



# A diverse range of accessible services

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## Services Co-located in the Holyoake Northam site

- Wheatbelt Community Alcohol and Drug Service
  - Active Recovery Team
  - Suicide Prevention Services
  - Integrated Support Team
- Northam Medicare Mental Health Service (formerly Head to Health)
- Wheatbelt Suicide After Care Service

# A diverse range of accessible services – the benefits

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- Promotes **collaboration** between allied health professionals, counsellors, peer support workers, clinical coordinators and managers to provide support from **multiple perspectives, multi-disciplinary approach** focused on reaching the **persons outcomes and goals**.
- Supports a person to **maintain engagement**, knowing they can access the support they need, in one place.
- Supports the client to build rapport with multiple clinicians, increasing the agencies' ability to respond in crisis.
- For purpose treatment plans **driving clinical health outcomes**.

# Feedback

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*'It is such a relief to know I am not alone'*

*'I take away something new every week'*

*'My family feel better, knowing I'm seeing you, and I do too'*

*'I am more in control of my emotions than I used to be,  
which means I think through my actions before I respond'*

*'My life has improved since seeing you'*



# Community Feedback

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*"I would like to congratulate your team for a wonderful experience today.*

*A team member became visibly distraught, they had been volatile and very emotional over the past week. I had serious concerns for their safety should they not received help urgently. We weren't sure where to go, then we remembered your recent launch in the paper.*

*He was in crisis, so we accompanied him to Northam Head to Health.*

*He came back into our office this afternoon and the change in his demeanour was nothing short of incredible. He has follow up appointments and receiving the support he needs."*



# Frequently Asked Questions

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*Q. Do I need a Medicare Card to access services.*

A. **No**, anyone can access our support free of charge .

# Frequently Asked Questions

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*Q. Do I have to go to my GP to get a mental health treatment plan before seeking Medicare Mental Health services?*

A. No, anyone can call **1800 595 212**, 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.

# Frequently Asked Questions

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*Q. I already have a private psychologist. Can I access the Head to Health services?*

A. Yes. However, we will ensure there is no duplication in your 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.

# Frequently Asked Questions

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*Q. Will health advice and plans developed for me be shared with my GP or my other health care providers?*

A. 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.

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## Questions?

Thank you – **Steve and Nisha**

