



ForWhen

Connecting parents with mental health support

1300 24 23 22

We acknowledge all Aboriginal and Torres Strait Islander peoples as the traditional owners of these lands on which we walk, live and raise our children. We pay our respects to traditional owners and Elders who are past, present or emerging and acknowledge any Aboriginal people present here today. We also recognise the importance for children to be raised with connections to culture, community and family.



[QEC welcome](#)



What is ForWhen?



What is the ForWhen Helpline? And Why did it start?

- ForWhen is a perinatal and infant mental health care navigation service is funded by the Commonwealth Department of Health & Aged Care in partnership with the Australasian Association of Parenting and Child Health (AAPCH) .
- ForWhen was launched nationally in February 2022.
- The lead national agency is Karitane, based in NSW.
- Queen Elizabeth Centre, an Early Parenting Centre, located in Noble Park is the host agency for Victoria. Tweddle and O'Connell are also in partnership supporting the program.
- Clinical Care Navigators are clinicians – such as nurses, social workers, OT's all with PIMH training.

Focus of the service

- To address Perinatal Mental Health service gaps in regional, rural, and remote areas across Australia.
 - To support parents in finding the right services for their needs
 - Help parents make referrals to services
 - To decrease service duplication and reduce wait times

Forwhen Helpline Service:

- A **free helpline service** with state and territory based navigators available to families and clinicians, Monday to Friday 9am -430pm.
- A service aim is to **improve access and connection** to support services for families experiencing **moderate to severe Perinatal and Infant Mental health** concerns from conception to 12 months of age
- **State based** navigators are clinicians who have identified key local service providers and developed referral pathways guiding families to reach the **right services at the right time to support their needs**.
- **A key focus** - Reaching families early in the life of emerging issues who are experiencing PIMH concerns and struggling to connect to services with a key focus on ***reaching vulnerable communities***

Evaluation and Research

- Data will be collected and collated during the life of the program with an ***evaluation and outcomes framework*** being designed, developed and documented by the Parenting Research Centre and University of New South Wales



Who can call the Forwhen Helpline?


Families:

- Pregnant and postnatal women, up to a year post birth
- Fathers and non-birth parents, including same-sex parents and adoptive parents
- Parents experiencing fertility challenges or perinatal loss
- Parents with unexpected birth outcomes, such as prematurity or babies with congenital health issues
- Mothers and support people who have experienced birth trauma
- Grandparents and concerned family members

Clinicians and community workers:

- Professionals such as MCHN's, midwives, GP's, mental health clinicians, community-based clinicians for example have used the service.

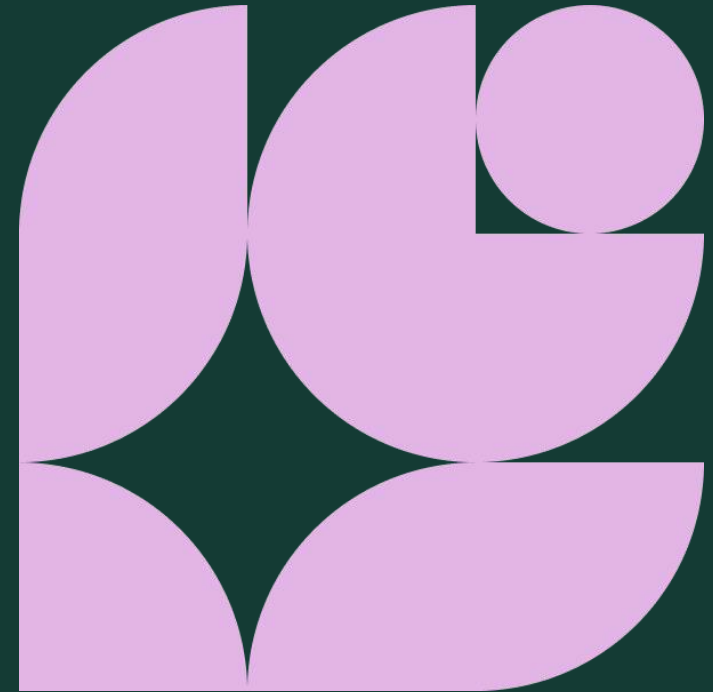
Who can call?



If only I can
help my
mummy

"I'm feeling
overwhelmed
and anxious. I
can't leave
the house"

How does ForWhen
support my work with
families?



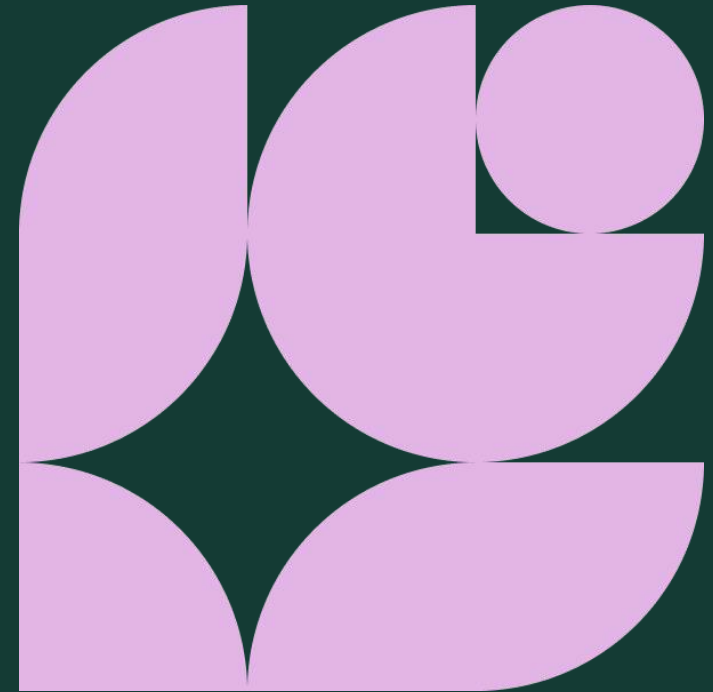
How does ForWhen help families?

- No formal referral required (call the helpline or email through the website)
- Every state and territory has its own ForWhen team of Navigators
- Navigators assess mental state, relationships in the family and psychosocial factors, develop an individual care plan
- Navigators will support and work with the client to connect to a local appropriate service
- Navigators will support the client until connected to a mental health service
- Navigators will link back to the referring agency outcomes and planning

How does ForWhen help clinicians?

- Resources to support you in working with your clients that is local
- Referral pathway for mental health support for your clients
- Referrals are available for fathers and non-birth parents
- Secondary consultation

How do I contact
ForWhen, and who
will answer?



Call 1300 24 23 22

- All Victorian phone calls will be directed to a Victorian Clinical Care Navigator
- Our phone lines are staffed from 0830am - 430pm, Monday to Friday
- Email enquiries or referrals: vic@forwhenhelpline.org.au
- Access our online enquiry form <https://forwhenhelpline.org.au/contact/>

All of our Clinical Care Navigators are experienced clinicians, and come from a range of professional backgrounds including:

- Midwives, Registered Nurses, Psychologists
- Mental health accredited social workers
- Mental health accredited occupational therapists

How do I refer?

- Please gain **consent** from the client to make a referral.
- **Call on 1300 24 23 22** during business hours and let us know name, contact details and a brief overview or you can use email submission on the website, www.forwhenhelpline.org.au
- **If the client has not provided consent**, but you would like some general guidance or information about a specific aspect of care, please call or email for advice.
- If the client is unsure, please give them a ForWhen card so they have the option to reach out directly

Any questions?

ForWhen Helpline: 1300 242 322

ForWhen website:
<https://forwhenhelpline.org.au/>

Victorian Navigators Email:
vic@forwhenhelpline.org.au



ForWhen

Thank you.