

# ForWhen

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## National perinatal mental health support for expecting and new parents.

1300 24 23 22

ForWhen is a new national service that connects parents experiencing moderate to severe perinatal mental health issues navigating the complex waters of pregnancy and new parenthood to the critical services they need most.



ForWhen is a navigation service to support parents in finding the right perinatal mental health service at the right time, for the right care and treatment

Pregnancy and parenthood is a time of big change for new parents. But what's often not spoken about are the mental health challenges that come with it. The personal struggles that can come in the wake of a pregnancy, or when raising an infant are more common than many people realise—and too often, these aspects of parenting can be overlooked.

It's estimated that 1 in every 5 new and expecting mothers, and 1 in every 10 fathers, experience perinatal depression and/or anxiety.

Giving parents access to critical mental health support when they need it most

ForWhen is a stepped care support service for parents and families experiencing perinatal mental health concerns and challenges. It's designed to provide new parents—mothers, fathers, and carers—with a caring, supporting, and timely mental health navigation service in their local area.

Operating in partnership with local organisations and service providers, we connect parents to the support they need at the right time, in the right place, to improve new and expecting parents experiencing any form of mental health challenges, from conception up until your child is 12 months old.

Parents experience seamless service delivery, feel heard and supported, and are connected to services that best match their needs.

Our goal is to improve access and connection to vital perinatal mental health support services, by providing parents with a support service for when *they* need it.

## How it works

### Step 1

Parents and families experiencing perinatal infant mental health challenges, or health practitioners supporting their patients, can call the national ForWhen helpline number at **1300 24 23 22** between 9.00am and 4.30pm Monday - Friday to speak with a place-based navigator.

### Step 2

They will be connected with a place-based navigator, who has local knowledge of the perinatal mental health services available in their area. These navigators will listen to the parent, talk through presenting issues, help identify the challenges they're facing, and determine their needs.

### Step 3

The navigator conducts a screening assessment to determine the severity and requirements of the parent.

### Step 4

The navigator then endeavours to connect the parent to the right local support service for them, and provides advice and support about the next steps to take.



@ForWhenHelpline  
ForWhenHelpline.org.au

# ForWhen is the first support line of its kind

## Access to local services

ForWhen is a national service that enables parents to access navigation and guidance to local perinatal mental health services based in their state or territory. The navigator is located in a local partner organisation in their state or territory, who knows the area and can identify and connect the parent to the right service providers, online services, virtual care, resources, and referral pathway that meets their needs.

## Staffed by professionals

ForWhen is staffed by professionally qualified practitioners. This means that new and expecting parents get access to clinically-trained professionals who are available to listen, support, understand, and help define their needs from an experienced professional perspective, and provide a pathway to access the right service provider in their area. An Aboriginal Liaison Officer is also available to support Aboriginal families in accessing the service.

## Support during the crucial first months

With a "no wrong door" and soft entry approach, our key focus is reaching families that may not know how to access these services. This way, parents are able to get critical mental health support early in their child's life, and early in the pathway of emerging issues.

# Who it's for

## New and expecting parents

ForWhen is designed to help parents during pregnancy and in the first year following birth, who are experiencing any form of mental health challenges.

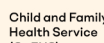
## Families

It's for family members who notice a parent experiencing mental health challenges.

## Health practitioners

If you identify that your perinatal patients need mental health support, you can access ForWhen on their behalf.

# Provided in partnership



ForWhen acknowledges the Aboriginal and Torres Strait Islander people of the many traditional lands and language groups of Australia. It acknowledges the wisdom of traditional custodians both past and present and pays respect to their communities of today.