



**headspace**

Toowoomba

Street 1 Snell Street, Toowoomba QLD 4350

Mail PO Box 2397, Toowoomba QLD 4350

Tel 07 4639 9000 Fax 07 4639 9099

[headspace.org.au](http://headspace.org.au)

## headspace Toowoomba Family & Friends Information

### Referral Process, Intake, and Intake Assessment

**headspace** is the National Youth Mental Health Foundation providing early intervention mental health services to 12-25-year olds. The service is designed to make it as easy as possible for a young person and their family to get the help they need for problems affecting their wellbeing. This covers four core areas:

- Physical Health
- Mental Health
- Alcohol and other Drug Support
- Work and Study support

The services can be accessed through **headspace** centres and the online counselling service **eheadspace** at [eheadspace.org.au](http://eheadspace.org.au), which is an online chat service operating 7 days a week, 9am-1am.

Young people are encouraged to self-refer to **headspace** Toowoomba, as it is our policy to only work with young people who attend voluntarily. Other people can assist with the referral but the young person must be voluntary. After the initial referral, the young person will be contacted by one of our Access & Intake Workers. If the referral involves a 3<sup>rd</sup> party we may conduct a 15-20 minute Intake phone call. This phone call assists with determining if **headspace** Toowoomba is the best suited agency to meet the needs of the young person. It also allows **headspace** Toowoomba to identify priorities and risk and potentially put in place risk management strategies even at this early stage. We want to provide an opportunity for young people to access components of care most appropriate to their needs and will facilitate them linking to the most appropriate of these within our service and/or in the community. Doing this links young people to as many protective opportunities in the community as possible. If the young person's needs can be addressed at **headspace** Toowoomba, then an Intake Assessment will be scheduled.

The Intake Assessment is a comprehensive biopsychosocial assessment. It involves an hour-long appointment at **headspace** Toowoomba with one of our Access & Intake Workers. An Intake Assessment must be completed in order for young people's care options to be holistically considered. The Intake Assessment is a prerequisite to access the Mental Health, Alcohol & Other Drug, and Work & Study support streams. We must emphasise that young people with existing GP relationships will be referred back to their GP for consideration of Mental Health Care Plan eligibility.

### Young People, Consent, and Parental Involvement

At **headspace** Toowoomba, we understand and support the desire of parents and carers to be involved with the progress of their young person as they engage with the service. We encourage parents and carers to be involved in this process as we know that young people do not exist in isolation and their families and friends are involved and impacted by their journey, as well as providing them with important support and care.

Sometimes a young person, particularly those over the age of 18, may not want to disclose their attendance or other specifics of their engagement with **headspace** to anyone, or to specific parties. Young people will be asked at their first appointment about consent. If they do not give their consent, we may not be able to confirm or deny their attendance at **headspace** Toowoomba or discuss what is happening at their appointments.

All of our Access & Intake Workers, as well as our Allied Health Practitioners, will encourage young people to communicate with, and include their families, whenever we can and will continue to recommend this during their time at **headspace** Toowoomba. If consent was not given in the first instance, greater communication and inclusion often does occur after a gradual process of encouragement. If you have any further questions about this issue, or have concerns about your young person, please contact us on 4639 9000. Our Allied Health Practitioners or our Centre Manager will be able to speak with you about these concerns.