



**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 Information Sheet

### 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, online counselling service **eheadspace** and postvention suicide support program **headspace** School Support.

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. The Intake Assessment is an hour-long appointment at **headspace** with one of our Access & Intake workers. An Intake Assessment must be completed in order for a 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. Also, by using this system, the 10 Better Access to Mental Health Medicare sessions are sanctioned for mental health care rather than assessment. 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.

### Mental Health and Mental Health Plans

A Mental Health Care Plan is required to access our Mental Health stream. Mental Health Care Plan referrals must be addressed to **headspace** Toowoomba, rather than specific clinicians, as this allows us flexibility in allocating a young person to the best possible Allied Health Practitioner for their needs. This pairing is based on personality, interests, and presenting issues. If you have any questions regarding the referral process, please call **headspace** Toowoomba on 4639 9000.

### Physical Health

The Physical Health stream does not require a referral. We have two treatment rooms for physical health appointments. The Centre Manager is currently working to create a 5-day bulk billing general practice for 12-25 year olds. Currently we have one GP available one day per week.

### Alcohol and Other Drugs and Work and Study Support

We have very active Consortium support for programs at **headspace** Toowoomba. Lives Lived Well provide a worker for Alcohol and Drugs Counselling whilst USQ and Community Solutions provide workers for Work and Study support. All these programs are free for young people.