

Referral Guidelines

headspace Albury Wodonga and headspace Wangaratta is a free youth service for young people aged 12-25 years.

Together with Gateway Health as our lead agency and 9 local agencies, we offer the following supports and services:

- General Practitioner appointments with Gateway Health Medical Practice
- Youth Workers Care Co-Ordination
- Education and Job Seeking support and information
- Youth Generalist Counsellors
- Alcohol and other Drug Support Counsellors
- Sexual Health Clinic
- Community engagement, education and awareness
- Access to support around housing
- Centrelink Support Services

PLEASE NOTE: headspace Albury Wodonga and headspace Wangaratta are not an acute mental health/crisis service. If you have any immediate concerns regarding the safety and wellbeing of a young person please contact one of the following services for assistance; Mental Health Triage Service 1300 104 211, Lifeline 13 11 14, Kids Helpline 1800 55 1800. If the individual you are referring is out of our age group please phone Head to Help on 1800 595 212.

In an emergency please call 000 immediately.

REFERRAL SOURCES

Self-referral - Young people are encouraged to contact headspace Albury Wodonga or headspace Wangaratta directly.

Family referral - Families, carers or friends can refer a young person to headspace Albury Wodonga or headspace Wangaratta. The young person needs to be aware of and consent to the referral and be willing to meet with a member from the headspace Albury Wodonga or headspace Wangaratta team.

By phone/email - 1300 332 022 speak to our duty worker or leave a message. Email referrals can also be sent to headspaceAW@gatewayhealth.org.au. Please save the document as an encrypted PDF in word. It is best to ring through the password to ensure the young persons' details remain confidential

Drop in - Young people can drop into the centre or site, check out our details at headspace.org.au/headspace-centres/albury-wodonga/ or headspace.org.au/headspace-centres/Wangaratta

Professional referrals - General Practitioners, Allied Health Professionals and community-based agencies and educational institutions can refer to headspace Albury Wodonga or headspace Wangaratta using the attached referral form.

Referral follow up: headspace staff will contact Young People and/or their carers within 48 business hours to book a Phone Intake. We aim to offer the Phone Intake within two weeks of referral. Following the Phone Intake service options are offered. If a non-headspace option is chosen, clinicians will offer a warm referral to their preferred option. Referrers will be notified once a service option has been chosen or if the Young Person's referral is being closed as they have not responded to contact attempts.

Referral Form

headspace Albury Wodonga and headspace Wangaratta is a voluntary service for young people aged 12-25 years of age. headspace can only engage with the young person if they have consented to the referral.

Please ensure all sections are completed and legible.

Date of Referral

Has the young person consented to the referral? Yes No

Is the young person aged 12-25 years of age? Yes No

Details of Young Person

If the young person is under 18 years of age, have the parents/carers consented to the referral? Please provide name and number of persons consenting below. If wanting to refer without parent/carer consent under 18 years of age please call to discuss Yes No

Surname First Name

Gender Preferred Pronoun/s

Date of Birth

Address

Suburb Postcode

Phone (Home) Mobile

Email Preferred method of communication? Phone (Home) Email

Nationality Mobile SMS

Preferred Language Interpreter Required? Yes No

Does the young person identify as Aboriginal Torres Strait Islander Aboriginal & Torres Strait Islander

Would the young person prefer an Albury Wodonga Aboriginal Health Service worker? Yes No

Emergency Contact

Name Relationship to young person

Address

Suburb Postcode

Phone (Home) Mobile

Details of Referrer (please ensure this section is completed)

Name of Referrer Organisation

Address

Suburb Postcode

Phone (Business Hours) Phone (Mobile)

Email Relationship to young person

Reason/s for Referral

- Wellbeing & Mental Health
 General or Sexual Health
 Alcohol and other Drugs
 Work and Study pathways
 Other

Main Issue/s

Relevant Past History

Additional information supplied/attached?

Yes No

Does the young person currently see any other services? If yes, please tick appropriate box/boxes below

Yes No

- Drug and Alcohol
 School/Other Counsellor
 Community Services
 Child Protection
 CAMHS/NECAMHS
 Adult Mental Health
 Youth Justice/Juvenile Justice (VIC & NSW)
 Other - Please Specify

Service

Does the young person have a regular GP? If yes, please provide details below

Yes No

Name of GP	Contact Details
Name of Service Provider	Phone

Is the other service aware of the referral to headspace?

Yes No

Will the services involved continue working with the young person?

Yes No

What are your expectations of headspace Albury Wodonga or headspace Wangaratta?