



headspace Hawthorn

Referral Resource

headspace Hawthorn provides a range of early intervention mental health and wellbeing services to young people aged 12-25.



Services

- Sexual Health & Bulk Billing GP
(Access Health & Community)
- Counselling
- Psychology
- Alcohol and Other Drug
- Education and Training
- Housing

Opening Hours

Monday	9:30AM — 6PM
Tuesday	9:30AM — 6PM
Wednesday	9:30AM — 6PM
Thursday	9:30AM — 6PM
Friday	9:00AM — 5PM

Call us during open hours

03 9006 6500

How do you make a referral to **headspace** Hawthorn?

Please phone to make an appointment. You can do this on behalf of a young person or encourage them or their parents to call.

If you have important information about the young person that will help us with our assessment, please call us in addition to the family/young person.

If the young person is under 18 we encourage you to discuss the referral with parents/guardians.

If the young person is under 16, our usual process is to arrange an intake appointment that a parent/guardian can attend.

An intake appointment may be appropriate if the young person:

- is 12-25 years, inclusive
- doesn't require an urgent service response
- is not already well-supported by other services
- has consented to the referral

What a young person can expect at the first appointment.

All young people wanting to access the service (other than a GP) are offered an initial intake appointment.

The purpose of this session is to engage the young person and to help them to link with appropriate supports or services. This might include headspace services but could also be a referral to another agency or health professional.

What happens next?

We talk as a team to decide how best to support the young person. The intake officer stays in touch with the young person until they are linked in with the recommended services.

Sometimes we require more information and will make contact with family members or other professionals before we make any recommendations.

If **headspace** offers an ongoing service, they will be referred to a service provider or mental health clinician.