

# Referral Guidelines for Professionals

## Our services

headspace Joondalup is a free, youth-friendly service for young people aged 12-25 in the key areas of:

- mental health and wellbeing
- family support
- physical and sexual health
- alcohol and other drugs
- vocation, education, and employment.

**headspace Joondalup is not an acute mental health service.** If you have any immediate concern for the safety of a young person, please direct them to the accident and emergency department at the nearest hospital or dial 000 in an emergency.

Our aim is to:

- reach young people at an early stage in the development of mental health issues well before crisis point
- undertake a thorough assessment and respond appropriately by providing a brief intervention and links into relevant services.

If a young person has more moderate to severe mental health concerns or a number of complex issues occurring concurrently, please direct them to appropriate specialist or tertiary services.

## How to refer

General practitioners (GPs), allied health, school and other community-based professionals can refer young people using the headspace Joondalup Referral Form, available on [our website](#). Please:

- Ensure the young person consents to the referral
- Include as much relevant information as possible
- Include a signature on the referral form

**A Mental Health Treatment Plan** is not required for young people to access general counselling at headspace Joondalup. However, if a GP deems it suitable, they can provide a referral letter and a Mental Health Treatment Plan as part of the Better Access initiative, for young people to access Medicare bulk billed psychological services at headspace. GP's can refer for an initial 6 sessions before review of the Mental Health Treatment Plan is required. Up to 20 sessions are available per calendar year.

**Phone:** 9301 8900

**Fax:** 9301 0859

**Email:** [info@headspacejoondalup.com.au](mailto:info@headspacejoondalup.com.au)

## What happens after referral

All referrals will be processed by the Duty Officer between 9.00am and 4.00pm, Monday to Friday. The referral is not accepted until the Duty Officer has made contact with the referrer or young person and has arranged an initial assessment. headspace eligible clients may experience a wait for their first appointment due to demand for service.

If you require further information about making a referral to headspace Joondalup, please call the Duty Officer any time between 9.00am and 4.00pm, Monday to Friday.