



Referral Guidelines

About headspace Rockhampton

headspace Rockhampton is funded as part of **headspace** National Youth Mental Health Foundation by the Australian Government Department of Health under the Youth Mental Health Initiative to provide a quality service system which promotes and facilitates the improvement of young people in the key areas of primary health, mental health, drug and alcohol-related issues, social recovery and vocational services.

headspace Rockhampton is a free, youth-friendly and confidential service available to young people aged 12 – 25 years in Rockhampton and surrounding regions.

headspace Rockhampton brings together a range of co-located community-based and government agencies, to provide a holistic service as a “one-stop-shop” for young people. We offer information, intake, assessment and referral.

The services available at **headspace** Rockhampton include:

- Youth-friendly Access & Intake staff
- Support with employment, education, and accommodation
- Sexual health and physical health
- Alcohol & Drug counselling
- Psychological services (Under GP Mental Health Treatment Plans)

headspace Rockhampton is **not an acute mental health/crisis service**.

If you have any immediate concerns regarding the safety/wellbeing of a young person, please call:

- Rockhampton Mental Health Service Acute Care Team on 4920 6111
- Lifeline on 13 11 14
- Kids Helpline on 1800 55 1800
- **In an emergency, contact 000 immediately**
- **eheadspace** offers phone or online counselling on 1800 650 890 or at <https://www.eheadspace.org.au/>

How to refer

Self-Referral: Young people are encouraged to make contact with the **headspace** Rockhampton service.

By phone: Call (07) 4994 2512 to make an appointment within 1 – 3 working days.

Please note: this phone number only operates during business hours so if urgent help is required, the necessary emergency services must be contacted (see above).

Drop in: Young people can call into **headspace** Rockhampton, 155a Alma Street, Rockhampton between 10am and 5pm Monday, or 9am and 5pm Tuesday – Friday. Staff will endeavour to see the young person the same day or the next available appointment will be offered.

Professional Referral: GP's, Allied Health Professionals, community-based agencies and educational institutions can all refer young people to **headspace** Rockhampton using the Referral Form attached. General Practitioners should include a mental health care plan (if appropriate) for the young person and attach this to the **headspace** Rockhampton referral form.

Family Referral: Families, carers or friends can refer a young person to **headspace** Rockhampton. The young person needs to be aware of and consent to the referral and be willing to meet with a member from the **headspace** Rockhampton team. Once receipt of referral has been confirmed, a worker will contact the young person within 1 – 3 working days to make an appointment. Families, parents or carers who have a young person engaged with **headspace** Rockhampton can also access our centre to discuss service provision.