

From: Megan Hayes
Sent: 18 Nov 2013 08:41:32 +1000
To: Carol Hughes
Subject: Fwd: Service Provider Referral Process - Headspace Clients
Attachments: benffqwwwdui.image_1.jpeg, fnfraxtqybsz.image_4.gif, plywkejbxfqe.image_5.gif, kshwfmImxene.image_6.gif, yffwgwqdyem.image_7.gif, [REDACTED] Service Provider Referral Form.docx

Hi Carol

Just wanted to check where we were at with [REDACTED]
[REDACTED] - were you following where this was up to?

Just wanted to clarify so we could go ahead with [REDACTED] referral if needed as think it would be a good link for [REDACTED] local community.

Megan Hayes
Occupational Therapist
Barrett Adolescent Centre
The Park Centre for Mental Health
[REDACTED]

Mon, Tues (Alt), Wed

>>> Kym Dann [REDACTED] 11/15/2013 1:31 pm >>>
Good Morning All

We have reviewed our processes for receiving referral's from Service Providers to ensure clients are triaged prior to an Intake with our Clinical Team.

Currently we are receiving high volumes of referrals, but not all clients are suitable to our service which can be detrimental to the young person as they are more times than not already feeling vulnerable, disenfranchised and anxious. As such we have made some changes ensuring we triage the young person prior to scheduling an Intake Appointment to determine their suitability for our service.

Headspace works under the Medicare Model whereby through a GP Mental Health Care plan young people are provided access to mental health / psychosocial support through Private Practitioners within the centre. Mental Health Care Plans, however have constraints being a maximum number of sessions that can be accessed in a calendar year and initially when a plan is created – the young person is provided x6 sessions and upon the 5th session the Private Practitioner will send the young person back to the GP for a Mental Health Care Plan Review and if required – another 4 sessions can be opened up which provides a total of 10 sessions for any one person in a calendar year.

To ensure the young person maximises these 10 sessions, we would like to work in conjunction alongside providers within the region that offer specific services such as but not limited to

- ATODS
- DV support/ education
- Vocational support
- Employment Support
- Financial Counselling
- Housing
- Youth Mentoring
- Sexual Health
- Exit points for youth aged 25
- Youth Activities and Services
- Specific counselling service
- Rehabilitation
- Psychosocial Education

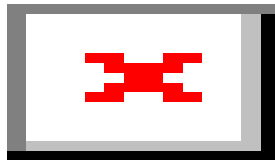
Working in conjunction allows a multidisciplinary team to provide a multifaceted approach to recovery, support and or advocacy of the young person, importantly it allows Headspace Private Practitioners to maximise the 10 sessions with the main focus being outstanding mental health issues such as self-harm, hallucinations, anxiety, trauma, depression, etc.. where upon we can provide coping strategies, psychosocial education, create safety plans and work with family.

Most importantly this also provides us the opportunity to work closely alongside yourself and other providers that also have a primary focus whether it be housing, sexual health, VET Training where upon we can case coordinate and review the clients progress ensuring they are provided with an holistic all inclusive service, to empower and enhance their overall well-being.

Currently we have several services that also sit within Headspace to provide some of the above services, however if you have a service that is unique and would like to utilise Headspace as a referral point for clients within the 12 – 25 year demographic, please contact myself as I'd love to discuss how we can better work together to improve the social and emotional well-being of the young people within our region.

I have attached our referral form which details the information we require to triage the client. Please feel free to contact myself directly should you have any enquiries, thank you again for your ongoing support and look forward to working in collaboration continually!

Kym Dann
Clinical Team Leader



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