



**headspace**  
Craigieburn

# headspace Craigieburn provides early intervention mental health support to young people aged 12-25



## Where

headspace Craigieburn  
Suite 1, Level 1,  
Central Suites,  
Craigieburn Central,  
340 Craigieburn Road,  
Craigieburn, 3064

## Contact

p: 03 8338 0919

f: 03 8338 0922

[headspace.org.au/Craigieburn](http://headspace.org.au/Craigieburn)

## Services

- Counselling
- Drug and Alcohol Support
- Work and Study Support
- Group Programs

## Opening Hours

Monday to Friday  
9am to 5pm

## How do I make a referral?

If the young person is under 16 we encourage you to discuss the referral with parents/guardians prior to contacting **headspace**.

Please phone 8338 0919 and ask to speak with someone on the Access Team. When referring a client it is preferable to have the young person with you when you call to expedite the process.

Alternatively, encourage the young person to self-refer or get 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.

## What to consider when referring.

1. What are the main issues?
2. What does the young person need in terms of support?
3. What other services or professionals are already involved and what are their roles?
4. How might you like **headspace** to help this young person?

## What a young person can expect at the first appointment.

Most young people wanting to access the service are offered an initial 'meet and greet' appointment.

The purpose of this session is to engage the young person and to help them 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 and decide how best to support the young person, whether that is at headspace or with another service as not all young people are appropriate for the headspace. The Access Team Clinician stays in touch with the young person until they are linked in with the recommended services.

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

**workers**