

## Referral Guidelines for Professionals

**headspace** Midland provides a free, youth-friendly service for young people aged 12-25 providing support in the key areas of:

- Mental health and wellbeing
- Family support
- Physical health
- Alcohol and other drugs
- Vocational, educational and employment

The aim of **headspace** Midland is to engage young people at an early stage in the development of their symptoms, undertake a thorough assessment, and respond appropriately by providing a brief intervention and links into relevant services. **headspace** Midland operates a 'No Wrong Door' policy which means that if a young person self-refers, all efforts will be made to link that young person with the most appropriate support, whether that's through the headspace service or an alternative service. A warm referral process is to be provided to headspace Midland if a young person is currently engaged with an alternative service provider at the time of referral.

If at the time of referral, a young person:

- Requires a Tier 3 service
- Is acutely suicidal
- Requires more support than headspace can offer

please direct them to appropriate specialist or tertiary services.

If you have any immediate concerns for the safety of a young person, direct them to the accident and emergency department at the nearest hospital, or dial 000 in an emergency.

General practitioners (GPs), allied health, school and other community-based professionals can refer young people using the **headspace** Midland Referral Form. Referrals should include as much information as possible and the young person must consent for the referral to proceed. If referring from Tertiary or Specialist Mental Health, accompanying documentation such as a discharge summary or initial assessment should also be provided.

GPs can include a Mental Health Care Plan (if applicable) for the young person and forward this along with the **headspace** Midland Referral Form to:

**Fax:** 9274-8859

**Email:** [primary.referrals@headspacemidland.com.au](mailto:primary.referrals@headspacemidland.com.au)

All referrals will be processed by the Duty Officer between 9.00am and 4.30pm, Monday to Friday. The referral is not accepted until the Duty Officer has made contact with the referrer or young person and arranged an initial assessment. **headspace** Midland 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** Midland please call the Duty Officer any time between 9.00am and 4.30pm on 9274-8860.