



headspace Albury Wodonga  
155 High Street Wodonga Victoria 3690  
Email [headspaceAW@gatewayhealth.org.au](mailto:headspaceAW@gatewayhealth.org.au)

Phone: 1300 332 022

headspace Wangaratta  
44 Rowan Street Wangaratta Victoria 3677  
Email [headspaceWangaratta@gatewayhealth.org.au](mailto:headspaceWangaratta@gatewayhealth.org.au)

Fax: 02 6024 5792



## Referral Guidelines

headspace Albury Wodonga and headspace Wangaratta is a free, youth service for young people aged 12-25 years.

Together with Gateway Health as our lead agency and 10 local agencies, we offer the following supports and services:

- General Practitioner appointments with Gateway Health Medical Practice (one appointment is reserved exclusively for headspace each day)
- MBS (Under GP Mental Health Treatment Plans)
- Youth Workers Care Co-Ordination
- Education and Job Seeking support and information
- Youth Generalist Counsellors
- Alcohol and other Drug Support Counsellors
- Sexual Health Clinic
- Community engagement, education and awareness
- Access to support around housing
- Centrelink Support Services
- Dietician

**PLEASE NOTE:** headspace Albury Wodonga and headspace Wangaratta are not an acute mental health/crisis service. If you have any immediate concerns regarding the safety and wellbeing of a young person please contact one of the following services for assistance; Mental Health Triage Service 1300 104 211, Lifeline 13 11 14, Kids Helpline 1800 55 1800. If the individual you are referring is out of our age group please phone Head to Help on 1800 595 212.

**In an emergency please call 000 immediately.**

### REFERRAL SOURCES

**Self-referral** – Young people are encouraged to make contact with headspace Albury Wodonga or headspace Wangaratta directly.

**Family referral** – Families, carers or friends can refer a young person to headspace Albury Wodonga or headspace Wangaratta. The young person needs to be aware of and consent to the referral and be willing to meet with a member from the headspace Albury Wodonga or headspace Wangaratta team.

**By phone/email** – 1300 332 022 speak to our duty worker or leave a message and we will call you within 2 business days, an answering service is available after hours. Email referrals can also be sent to [headspaceAW@gatewayhealth.org.au](mailto:headspaceAW@gatewayhealth.org.au) or [headspaceWangaratta@gatewayhealth.org.au](mailto:headspaceWangaratta@gatewayhealth.org.au). Please save the document as an encrypted PDF in word. It is best to ring through the password to ensure the young persons' details remain confidential

**Drop in** – Young people can drop into the centre or site, check out our details at [headspace.org.au/headspace-centres/albury-wodonga/](http://headspace.org.au/headspace-centres/albury-wodonga/) or [headspace.org.au/headspace-centres/Wangaratta](http://headspace.org.au/headspace-centres/Wangaratta)

**Professional referral** – General Practitioners, Allied Health Professionals and community-based agencies and educational institutions can refer to headspace Albury Wodonga or headspace Wangaratta using the attached referral form.



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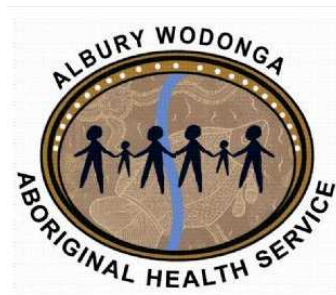
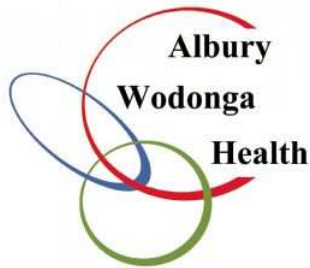
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## headspace is proudly delivered in partnership with the following affiliates:



For additional information regarding headspace Albury Wodonga, please contact the centre directly on **1300 332 022** or visit our website [headspace.org.au/alburywodonga](http://headspace.org.au/alburywodonga) or [headspace.org.au/wangaratta](http://headspace.org.au/wangaratta)



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# Referral Form

headspace Albury Wodonga is a voluntary service for young people aged 12-25 years of age. headspace can only engage with the young person if they have consented to the referral. *Please ensure all sections are completed and legible.*

Date of Referral:			
Has the young person consented to the referral?	<input type="checkbox"/> Yes <input type="checkbox"/> No		
Is the young person aged 12-25 years of age?	<input type="checkbox"/> Yes <input type="checkbox"/> No		
<b>Details of Young Person</b>			
If the young person is under 16 years of age, have the parents or carers of the young person consented to the referral? Please provide name and number of person consenting below		<input type="checkbox"/> Yes <input type="checkbox"/> No	
Surname		First Name	
Gender		Preferred Pronoun	
Date of Birth			
Address			
Suburb		Postcode	
Phone (Home)		Mobile	
Email		Preferred method of communication?	<input type="checkbox"/> Phone (Home) <input type="checkbox"/> Email
Nationality			<input type="checkbox"/> Mobile <input type="checkbox"/> SMS
Preferred Language		Interpreter Required?	<input type="checkbox"/> Yes <input type="checkbox"/> No
Do you Identify as	<input type="checkbox"/> Aboriginal <input type="checkbox"/> Torres Strait Islander <input type="checkbox"/> Aboriginal & Torres Strait Islander		
Would you prefer an Albury Wodonga Aboriginal Health Service worker?		<input type="checkbox"/> Yes <input type="checkbox"/> No	
<b>Emergency Contact</b>			
Name		Relationship to young person	
Address			
Suburb		Postcode	
Phone (Home)		Mobile	
<b>Details of Referrer (please ensure this section is completed)</b>			
Name of Referrer		Organisation	
Address			
Suburb		Postcode	
Phone (Business Hours)		Phone (Mobile)	
Email		Relationship to young person	



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### Reason/s for Referral

- ☐ Wellbeing & Mental Health ☐ General or Sexual Health ☐ Alcohol and other Drugs ☐ Work, School, Study ☐ Albury Project  
☐ headspace in schools ☐ Other e.g. Bushfire, COVID

### Main Issue/s

### Relevant Past History

### Additional Information supplied/attached?

☐ Yes ☐ No

### Does the young person currently see any other services? If yes, please tick appropriate box/boxes

☐ Yes ☐ No

- ☐ Drug and Alcohol ☐ School/Other Counsellor ☐ Community Services ☐ Child Protection  
☐ CAMHS/NECAMHS ☐ Adult Mental Health ☐ Youth Justice/Juvenile Justice (VIC & NSW)  
☐ Other – Please Specify

### Service

### Does the young person have a regular GP? If yes, please provide details below

☐ Yes ☐ No

Name of GP		Contact Details	
Name of Service Provider		Phone	

### Is the other service aware of the referral to headspace?

☐ Yes ☐ No

### Will the services involved continue working with the young person?

☐ Yes ☐ No

### What are your expectations of headspace Albury Wodonga or headspace Wangaratta?



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**Please tick relevant risk and protective factors**

Risk	Protective
<b>Individual</b>	
<input type="checkbox"/> Low self esteem <input type="checkbox"/> Poor problem solving <input type="checkbox"/> Difficulties with emotional regulation skills <input type="checkbox"/> Birth injury/ disability <input type="checkbox"/> Difficulty forming and maintaining interpersonal relationships	<input type="checkbox"/> Ability to relate and work with others <input type="checkbox"/> Problem solving skills <input type="checkbox"/> Optimism- hopefulness, confidence <input type="checkbox"/> Positive coping style <input type="checkbox"/> School achievement <input type="checkbox"/> Healthy physical environment
<b>School</b>	
<input type="checkbox"/> Experiencing academic difficulties <input type="checkbox"/> Lack of support at school <input type="checkbox"/> Low school attendance/ Risk of dis-engagement from school <input type="checkbox"/> Bullying <input type="checkbox"/> Difficulty forming friendships <input type="checkbox"/> Susceptible to influence	<input type="checkbox"/> Positive, supportive peer group <input type="checkbox"/> Regular school attendance <input type="checkbox"/> Individual learning needs are considered and monitored <input type="checkbox"/> Positive achievement and sense of belonging <input type="checkbox"/> Opportunities for participation and success
<b>Family</b>	
<input type="checkbox"/> Family conflict / breakdown <input type="checkbox"/> Inconsistent home life <input type="checkbox"/> Lack of warmth and affection <input type="checkbox"/> Abuse and neglect <input type="checkbox"/> Parental substance abuse	<input type="checkbox"/> Supportive parents/carers <input type="checkbox"/> Secure and stable family <input type="checkbox"/> Supportive relationships with other adults <input type="checkbox"/> Attachment to family
<b>Community</b>	
<input type="checkbox"/> Socio-economic disadvantage <input type="checkbox"/> Exposure to violence and crime <input type="checkbox"/> Homelessness <input type="checkbox"/> Refugee experience <input type="checkbox"/> Racism / discrimination	<input type="checkbox"/> Sense of belonging <input type="checkbox"/> Access to support services <input type="checkbox"/> Participation in community i.e. sports, groups <input type="checkbox"/> Strong cultural identity / pride <input type="checkbox"/> Secure home/ housing