

Adolescent Health GP Resource Kit

Practice Points

section four

Youth Health Resources and Contacts

To provide optimal care to young people, GPs need to have a good knowledge of available resources and services in youth health, as well as a referral network of local services.

A range of services, resources and websites exist to help GPs, young people and parents in addressing adolescent health problems:

Helplines – National *see page 156*

Youth Health Services - NSW *see page 158*

Adolescent and Family Mental Health Services - NSW *see page 159*

Resources and websites for GPs *see page 159*

Education, Training and Resource Providers *see page 161*

Books and Journals *see page 162*

Websites for Young People *see page 163*

Other Resources

◆ **Adolescent Health Check Template** *see Appendix 1, page 165*

Use the Adolescent Health Check Template to record information gathered from the young person in your interviews and health screening.

◆ **Psychosocial Assessment** *see Appendix 2, page 168*

Record the young person's responses to the HEEADSSS psychosocial assessment.

◆ **Youth Friendly Practice Review** *see Appendix 3, page 172*

Conduct a review of the "youth-friendliness" of your practice and identify areas for change.

section four

Youth Health Resources and Contacts

This section contains information about useful resources for GPs in working with young people, including reference materials, websites and contact details for youth services, with a focus on NSW based services.

Use the table at the end of this section to write in contact details of local youth and health services.

Helplines – National

Reporting Child Abuse

Australian Capital Territory (Centralised Intake Service)

- ◆ Mandated Reporters: 1300 556 728
- ◆ General Public: 1300 556 729
- ◆ Crisis Service: 1300 556 729

New South Wales

- ◆ 24 hours: 132 111

Northern Territory

- ◆ 24 hours: 1800 700 250

Queensland

- ◆ Departmental Head Office: (07) 3224 8045
- ◆ Crisis Care: (07) 3235 9999
- ◆ Rural areas: 1800 177 135

South Australia

- ◆ After hours: 131 611
- ◆ Business hours: 131 478

Tasmania

- ◆ Child Protection Advice and Referral Service (CPAARS): 1300 737 639
- ◆ Child Abuse Prevention Service: 24 hours 1800 688 009

Victoria

- ◆ Child Protection Crisis Service: 131 278 (24 hours)

Western Australia

- ◆ Departmental Head Office: (08) 9222 2555
- ◆ After hours: (08) 9223 1111

Sexual Health and Family Planning Australia - www.shfpa.org.au - (02) 6230 5255

Kids Help Line – 1800 551 800

Confidential telephone counselling for young people aged 5-18 – 7days/24 hours
www.kidshelp.com.au (internet counselling)
counsellor@kidshelp.com.au (email counselling)

Lifeline – 131114

Confidential telephone counselling for people of all ages – 7 days/24 hours
www.justask.org.au

National Translation and Interpreting Service (TIS)

– provides telephone and face-to-face interpreting in a number of languages:

- ◆ Free GP Priority Telephone Interpreting Service – available 24 hours: 1300 131 450
- ◆ Free onsite (face to face) interpreting for GPs – Interpreters available 9-4pm: 1300 655 030 (Book in advance)
- ◆ For eligibility for fee-free interpreting service or any other inquiry, please ring the Client Liaison and Promotions team: 1300 655 820

State Mental Health Services Directories

Australian Capital Territory – Mental Health ACT Services Directory:
<http://health.act.gov.au/c/health?a=da&did=10051295>

New South Wales – NSW Health Services Directory:
<http://www2.health.nsw.gov.au/services/>

Northern Territory – Department of Health and Community Services – Mental Health Services:
http://www.nt.gov.au/health/comm_svs/mental_health/mental_health.shtml

Queensland – Queensland Health: Mental Health Services:
http://www.health.qld.gov.au/mental_hlth/services_facilities.asp

South Australia – Directory of Mental Health Services:
<http://www.adelaide.edu.au/library/guide/med/menthealth/mentadd.html>

Tasmania – Department of Health and Human Services – Mental Health Services:
<http://www.dhhs.tas.gov.au/services/view.php?id=386>

Victoria – Department of Human Services – Victoria's Mental Health Services:
<http://www.health.vic.gov.au/mentalhealth/>

Western Australia – Department of Health - The Office of Mental Health:
<http://www.mental.health.wa.gov.au/one/healthservices.asp>

Headspace -Australia's national Youth Mental Health Foundation

headspace provides 30 funded headspace services located in each state and territory across Australia. These services provide an entry point for young people (aged 12-25) to access a broad range of services which are available in their local community. All of whom have a focus on providing a more integrated service responses.

For **headspace** services sites: www.headspace.org.au

State Youth Websites

Australian Capital Territory - Youth Interact: www.youth.act.gov.au

New South Wales - Youth NSW: www.youth.nsw.gov.au

Northern Territory - www.youth.nt.gov.au

Queensland - Generate: www.generate.qld.gov.au

South Australia - The Maze: www.maze.sa.gov.au

Tasmania - Linkzone: www.linkzone.tas.gov.au

Victoria - Youth central: www.youthcentral.vic.gov.au

Western Australia -Office for Youth: www.childrenandyouth.wa.gov.au/

Youth and Health Services – NSW

NSW Department of Community Services (DoCS)

DoCS Helpline – 13 3627

Fax Reporting line – (02) 9633 7666

Youth Health Services

Free health services and information for young people – providing a range of services such as medical care, counselling, health education and recreational programs:

Canterbury Multicultural Youth Health Service	02 9718 1485
Central Coast Youth Health Service (Gosford)	02 4356 9333
CHAIN (Wollongong)	02 4226 5816
Coffs Harbour Outreach Youth Health Service	02 6656 7900
The Corner Youth Health Service (Bankstown)	02 9796 8633
Crossroads Youth Health Service (Shoalhaven)	02 4423 1784
Fairfield Liverpool Youth Health Team (FLYHT)	02 8717 1717
High Street Youth Health Service (Harris Park)	02 9687 2544
Kaleidoscope (Newcastle)	02 4923 6912
Kickstart (Port Macquarie)	02 6584 0430
Murrallappi, The Settlement Neighbourhood Centre	02 9698 3087
Nepean Youth Drug & Alcohol Service	02 4734 1209
TraXside (Campbelltown)	02 4625 2525
The Warehouse (Penrith)	02 4721 8330
Western Area Adolescent Team WAAT (Mt Druitt)	02 9881 1230
Y-Central (Gosford)	02 4304 7870
Youthblock Health and Resource Service (Camperdown)	02 9516 2233

The Department of Adolescent Medicine, Westmead Hospital

Hawkesbury Road, Westmead, NSW 2145.

◆ Contact – Intake Person (02) 9845 6788

- ◆ Outpatient Clinic Services offered by appointment
- ◆ Main services offered – Eating Disorders (outpatient, inpatient and day patient programs); Medically complicated learning and attention disorders (assessment and management); Adjustment to chronic illness; Complex adolescent developmental assessments requiring a multidisciplinary team approach
- ◆ Age criteria: 14 – 18 years or attending high school
- ◆ Referral from GP required
- ◆ Cost: Nil. Medicare card required

The Department of Adolescent Medicine – The Children’s Hospital at Westmead

Cnr Hawkesbury Road & Hainsworth Street, Westmead NSW 2145

◆ Contact – Intake Person (02) 9845 2446

- ◆ Outpatient Clinic Services: Offered by appointment
- ◆ Main services offered -Inpatient and Outpatient Services; Complex adolescent Clinic eg: Post viral fatigue syndromes; Chronic pain syndromes; Chronic Illness/Transition Services, Nutrition Stream - Eating Disorders Clinic, Weight Management Clinic; Gynaecology Clinic: Inpatient Adolescent Groupwork program; At Risk Youth (Outreach Clinic); Teenlink (Service for teenagers of parents who are on methadone)
- ◆ Age criteria: 12-16years
- ◆ Referral from GP Required
- ◆ Cost: Nil. Medicare care card required

Adolescent and Family Mental Health Services

NSW Department of Health – counselling services for young people up to 18 and their families for emotional, behavioural or social problems – **Contact your local Area Health Service/Community Health Centre for information on accessing specialist adolescent services in your area:**

Children's Hospital at Westmead	02 9845 2005
.....	02 9845 0409
Greater Southern	0418 272 907
Greater Western	02 6841 2333
Hunter/New England	02 4016 4783
.....	or 02 6542 5300
North Coast	02 6588 2668
Northern Sydney/Central Coast	02 4356 9333
South Eastern Sydney/Illawarra	02 9832 3448
Sydney South West Area Health Service	02 9515 9600
Sydney West	02 9881 1230

Service Directories

- ◆ **CommunityNet** - www.cnet.ngo.net.au
This is an NSW non-profit NGO provides training, resources and information to the community sector in Western Sydney and information technology services to the sector across NSW. Its website resources and news items are of Australia-wide interest
- ◆ **InfoXchange** - <http://www.infoxchange.net.au/menu/youth.html>
provides a range of information and news to the youth, health, housing and welfare sectors
- ◆ **Local Information Network for Community Services** - www.datadiction.com.au/lincs
- ◆ **NSW Government Service Directory** - www.directory.nsw.gov.au
- ◆ **NSW Health Drug Info – NSW Area Health Services** -
http://www.druginfo.nsw.gov.au/government_services/nsw_health
- ◆ **Service Seeker** - www.serviceseeker.com.au

Resources and websites for GPs

Clearinghouses

- ◆ **Australian Clearinghouse for Youth Studies** - www.acys.info/resources.com.au
- ◆ **Diversity Health Institute Clearinghouse** - www.dhi.gov.au/clearinghouse
- ◆ **National Child Protection Clearinghouse** - www.aifs.gov.au/nch/resources/reporting.html

Chronic Illness

- ◆ **CHIPS** - www.rch.org.au/chips - Chronic illness peer support

Medicolegal

- ◆ **Australasian Legal Information Institute** - www.austlii.edu.au – Medicolegal information

Mental Health

- ◆ **Reach Out! Pro** - www.reachoutpro.com.au/home.asp
information for health professionals on mental health and internet-based technology to engage young people in treatment
- ◆ **AusEinet** - www.auseinet.com
National Mental Health Initiative of Aust. Government Department of Health and Ageing – provides a series of guidelines for early intervention in child and adolescent mental health
- ◆ **Beyond Blue** - www.beyondblue.org.au
Education, training and research into treatment and management of depression
- ◆ **DepNet** - www.depnet.com.au
Depression information for professionals, patients and their families
- ◆ **Eating Disorders Foundation of NSW** - www.edf.org.au
- ◆ **Headroom** - www.headroom.net.au
Mental health information for professionals and parents
- ◆ **Inspire Foundation** - www.inspire.org.au
- ◆ **Lifeline** - www.justask.org.au
Information and referral provision for people with mental health problems, and to friends, relatives and others who want to know how to help
- ◆ **Mental Health Association NSW** - www.mentalhealth.asn.au/home.htm
information, services, education about protecting mental health
- ◆ **Multicultural Mental Health Australia** - www.mmha.org.au
- ◆ **Royal New Zealand College of General Practitioners. Wellington, New Zealand** - www.rnzcgp.org.nz
'Detection and management of young people at risk of suicide.1999 (via search engine)

Multicultural Health Services

- ◆ **NSW Transcultural Mental Health Centre** – 02 9840 3767 or 1800 648 911 (rural areas).
www.dhi.gov.au/tmhc/index.htm
 - Hours: 8.30am to 5.00pm Monday to Friday
 - a state-wide service that provides a range of free clinical and consultation services to people from CALD background including children, young people and families, and education and training programs for health professionals
 - services include psychosocial, psychological and psychiatric assessments; information and/or referral to appropriate health and mental health professionals
 - services are provided in the language of the client by qualified bilingual health professionals
 - also offers telephone advice and consultation on mental health issues as well as information on cultural/religious issues
 - TMHC welcomes referrals from GPs, and provides reports on the referred case as well as recommendations re care plans
- ◆ **NSW Service for the Treatment and Rehabilitation of Torture and Trauma Services (STARTTS)** – 02 9794 1900 - www.startts.org.au
- ◆ **NSW Refugee Health Service** – 02 8778 0770 - www.refugeehealth.org.au
- ◆ **Drug and Alcohol Multicultural Education Centre in NSW (DAMEC)** – provides information and resources regarding substance abuse and young people from CALD background.
02 9699 3552 - www.damec.org.au
- ◆ **Multicultural Mental Health Australia** - (02) 9840 3333 - www.mmha.org.au
- ◆ **Caring for refugee patients in general practice: A desk-top guide (3rd Edition)** - 03 9387 0022
<http://www.foundationhouse.com.au/publications.php>

Sexual Health

- ◆ **AIDS Council of NSW (ACON)** – 1800 063 060 or 02 9206 2000 – www.acon.org.au
Information, support and education for people with HIV/AIDS, and those working with them
- ◆ **Family Planning NSW** – 02 9716 6099
1300 658 886 (telephone information line) – www.fpahealth.org.au
FPA provides a range of sexual and reproductive health services, information and resources. Contact FPA for location of regional FPA services
- ◆ **Gay and Lesbian Counselling Service** – 1800 184 527 or 02 8594 9596 - www.glcsnsw.org.au
- ◆ **Get Clued Up** – www.getcluedup.com.au – information on Chlamydia
- ◆ **Hepatitis C Council of NSW** – 1800 803 990 or 02 9332 1599 – www.hepatitisc.org.au
Education, resources and support programs for people affected by Hep C and those working with them
- ◆ **Twenty-10 Gay and Lesbian Youth Services** – 1800 652 010 or 02 8594 9555
- www.twenty10.org.au
Information, counselling and support for young people and their family

Substance Use

- ◆ **Australian Drug Foundation** – www.adin.com.au
drug information website
- ◆ **Drug Info Clearinghouse** – www.druginfo.adf.org.au
Clearinghouse for information on drugs and drug use prevention
- ◆ **Family drug support** – www.fds.org.au
Service for families
- ◆ **Quit line** – www.quitnow.info.au
Quit smoking information
- ◆ **Where's your head at?** – www.drugs.health.gov.au
Information on drugs and their effects for young people and parents

For further information regarding health services and resources for young people, contact your local Division of General Practice.

Education, Training and Resource Providers

- ◆ **NSW Centre for the Advancement of Adolescent Health (NSW CAAH)** - 02 9845 3338
www.caah.chw.edu.au (Check out the website for useful links)

NSW CAAH's role as a technical support agency is to build the confidence and capacity of partner agencies in responding to youth health issues through developing/disseminating information and resources, delivering professional education and training, undertaking applied research and contributing to advocacy and policy development.

- ◆ **NSW Association for Adolescent Health** - 02 9699 1033 - www.naah.org.au
NAAH is the peak body for individuals and organisations involved in promoting the health and wellbeing of young people. NAAH provides advocacy, networking and professional development and supports research and the development of services in adolescent health.
- ◆ **Family Planning NSW** - 02 9716 6099 - www.fpahealth.org.au
FPA provides a range of services, information, resource materials and training programs in the area of sexual and reproductive health.
- ◆ **The Centre for Adolescent Health, University of Melbourne** - 03 9345 5890 - www.rch.org.au/cah
Provides clinical services; community programs; training, research; resources and distance education programs in Adolescent Health

Books and Journals

Reference Materials for GPs

The following is a list of reference materials on adolescence and adolescent health:

- ◆ Cobb, N (2000). *Adolescence: Continuity, Change and Diversity, 4th Edition*. Mayfield Publishing Company. United Kingdom.
- ◆ Davies, L., Sancu, L., Hargreaves, B; Batterham, R. (1999). *Improving Young People's Access to Health Care Through General Practice: A Guide for General Practitioners and Divisions of General Practice*. Access – Support and Evaluation Resource Unit. Department of General Practice & Public Health. University of Melbourne.
- ◆ Goldenring, J. and Rosen, D. (2004). *Getting into adolescents' heads: An essential update*. *Contemporary Pediatrics*. 21:64-90.
- ◆ Sancu, L. (2001). *Adolescent Health Care Principles*. Centre for Adolescent Health. The Royal Australian College of General Practitioners. Melbourne.
- ◆ Davies, J. A. (2001). *Manual of Mental Health Care in General Practice*. Commonwealth Dept. of Health and Aged Care, Canberra.
- ◆ Neinstein, L. (ed) (2007). *Adolescent health care: a practical guide. 5th Ed*. Philadelphia: Lippincott Williams & Wilkins, 2007.
- ◆ Strasburger, V.C. (ed) (2005). *Adolescent medicine: a handbook for primary care. 1st ed*. Lippincott Williams and Wilkins.
- ◆ Viner, R. (ed) (2005). *ABC of Adolescence*. BMJ Books.
- ◆ Greydanus, D.E., Patel, D.R., Pratt, H.D. (eds) (2006). *Essential Adolescent Medicine*. McGraw-Hill Companies.

Books for Parents

- ◆ Bennett, David and Rowe, Leanne (2003). *What to do when your children turn into teenagers*. Doubleday, Sydney.
- ◆ Biddulph, Steve (1997). *Raising Boys: Why boys are different – and how to help them become happy and well-balanced men*. Finch Publishing. Sydney.
- ◆ Carr-Gregg, Michael and Shale, Erin (2002). *Adolescence: A guide for parents*. Finch Publishing. Sydney.
- ◆ Fuller, Andrew (2000). *Raising Real People: A guide for parents of teenagers*. The Australian Council for Educational Research (ACER). Melbourne. .
- ◆ Phelan, Thomas (1998). *Surviving your adolescents*. CMI. Illinois. (available from Parentshop – www.parentshop.com.au)
- ◆ Siegel, Dan and Hartzell, Mary (2004). *Parenting from the inside out*. Tarcher Penguin. New York.
- ◆ Van Asperen, Peter, Davis, Anne Maree, Towns, Susan (2007). *When your child has asthma*. Simon & Schuster, Australia.

Websites for Young People

- ◆ **Deadly Mob** - www.deadlymob.org
Creating online opportunities for Indigenous young people anywhere in Australia, helping young people skill up to participate in community development using Information and Communications Technology
- ◆ **Dr link** - www.drlink.com.au
providing practical information and advice on 'how' and 'where' to seek help for emotional problems and strategies on how to get the most out of the services that are available
- ◆ **Headspace** - www.headspace.org.au
Australia's national Youth Mental Health Foundation
- ◆ **Law stuff** - www.lawstuff.org.au
Information on legal rights for young people under 18
- ◆ **Make a Noise** - www.makeanoise.ysp.org.au
Youth suicide prevention project of NSW
- ◆ **Pressurepoint Cyber Youth Clinic** - www.dryes.com.au
providing information on health issues affecting young people
- ◆ **Reachout!** - www.reachout.com.au
An internet-based service that aims to improve the mental health and well-being of young people. Reach Out provides resource materials and information that GPs can give to their patients
- ◆ **Somazone** - www.somazone.com.au
an interactive website created by young people and supported by the Australian Drug Foundation
- ◆ **Staysafe** - www.health.qld.gov.au/istaysafe
website for young people to find out about sexual health
- ◆ **The Source** - www.thesource.gov.au
youth information, programmes, services, resources and entertainment for young people
- ◆ **Twenty 10** - www.twenty10.org.au
Information and support for gay and lesbian young people
- ◆ **Your Sex Health** - www.yoursexhealth.org
Reproductive and sexual health information

