



**Audit of Health Services for Young People  
December 2010**

**Agency Name:** Youth Futures W.A

**Agency Contact Details:** (08) 9300 2677

**Agency Email Address:** enquiries@youthfutures.org.au

<b>Where situated</b>	Suite 3, 70 Davidson Terrace, Joondalup, WA, 6027; Alternative address; Lotteries House Joondalup
<b>Issues (common issues/trends that clients are presenting with)</b>	<ul style="list-style-type: none"><li>○ Mixtures of issues being presented for example accommodation, unemployment, depression, suicidal thoughts, homelessness and no supply of food.</li><li>○ Assistance in supplying food vouchers, writing up resumes, and counselling is open to young people.</li></ul>
<b>Unmet Demands/ Gaps in Service Provision</b>	<ul style="list-style-type: none"><li>○ Try to provide as much as possible to young people, but have limited resources, low budgets and little accommodation available.</li></ul>

**Agency Name:** Centrelink Joondalup

**Agency Contact Details:** +1800 050 004

**Agency Email Address:** [customer.charter@centrelink.gov.au](mailto:customer.charter@centrelink.gov.au)

<b>Where situated</b>	68 Reid Promenade Joondalup WA 6027
<b>Issues</b>	<ul style="list-style-type: none"><li>○ Provide services to homeless people and people at risk of becoming homeless of all ages.</li><li>○ Crisis payments; offered to those facing financial hardship</li><li>○ Help with counseling, information and referrals to a variety of support services available in the community.</li></ul>
<b>Unmet Demands/ Gaps in Service provision</b>	<ul style="list-style-type: none"><li>○ Lack in accommodation services for young people.</li><li>○ Aside from the baby bonus payments, there is a lack in services available to teenage mothers.</li><li>○ More resources are needed in regards to offering more services to young people with mental health issues</li><li>○ More counselling services need to be made more available to young people.</li></ul>

**Agency Name:** West Coast TAFE  
**Agency Contact Details:** 1300 134 881  
**Agency Email Address:**

<b>Where situated</b>	35 Kendrew Cres Joondalup WA 6027
<b>Issues</b>	<ul style="list-style-type: none"> <li>○ There is a lack of care services offered (pastoral care, chaplaincy, and social workers).</li> <li>○ Offers of support are provided at their best by staff, but access to more sufficient support services is in demand.</li> </ul>
<b>Unmet Demands/ Gaps in Service provision</b>	<ul style="list-style-type: none"> <li>○ As mentioned, there are lacking support services for students to turn to.</li> </ul>

**Agency Name:** Department of Child Protection  
**Agency Contact Details:** 9300 3600  
**Agency Email Address:**

<b>Where situated</b>	Joondalup House Davidson Terrace, Joondalup WA 6027
<b>Issues</b>	<ul style="list-style-type: none"> <li>○ Young people are being transferred to our facilities due to domestic violence, family conflicts, behavioural issues, anger and aggression and other reasons such as being exposed to abuse, and violence.</li> <li>○ This service accommodates for young people with counselling, one on one caring, accommodation facilities, education, community activities and other things such as transportation and supervised visiting.</li> <li>○ Family counselling and independent counselling are also offered.</li> </ul>
<b>Unmet Demands/ Gaps in Service provision</b>	<ul style="list-style-type: none"> <li>○ Funding is an unmet demand as there is not enough money going into the facilities needed in order to cater for the young people.</li> <li>○ Not enough accommodation facilities for young people, it is hard to find placements for all young people that are seeking help.</li> </ul>

**Agency Details:** Homestead

**Agency Contact Details:** (08) 9409 8426

**Agency Email Address:**

<b>Where situated</b>	Kingsley, WA, 6027
<b>Issues</b>	<ul style="list-style-type: none"><li>○ Issues presented are young people dealing with thoughts of suicide, family conflict, mental health problems, aggression, anxiety issues, drug and alcohol dependency, domestic violence, anger and behavioural issues.</li><li>○ This service offers counselling to young people. Family counselling and counselling for issues such as drug and alcohol abuse, depression and behavioural issues.</li><li>○ This service can also make referrals for young people suffering with issues such as drug and alcohol dependency, depression and behavioural disorders.</li></ul>
<b>Unmet Demands/ Gaps in Service provision</b>	<ul style="list-style-type: none"><li>○ Not enough funding to help young people.</li><li>○ Limited services available to young people.</li></ul>

**Agency Details:** Joondalup Community Mental Health

**Agency Contact Details:** (08) 9400 9599

**Agency Email Address:**

<b>Where situated</b>	Joondalup Mental Health Centre, Regents Park Road, Joondalup WA 6027
<b>Issues</b>	<ul style="list-style-type: none"><li>○ Do not provide provision to clients who suffer from mental illness, drug or alcohol addiction, and injuries of any severity (i.e.; head injury).</li></ul>
<b>Unmet Demands/ Gaps in Service provision</b>	<ul style="list-style-type: none"><li>○ Unable to meet the demands of those under the age of 18</li><li>○ Only available to those who are within certain suburbs</li><li>○ Only allowed to see clients who have been referred to our service within and whom fall within the mental health requirements.</li></ul>

**Agency Details:** YMCA Mobile Youth service services

**Agency Contact Details:** (08) 9473 8400

**Agency Email Address:**

<b>Where situated</b>	Five locations in the <ul style="list-style-type: none"><li>○ Mindarie - Rothesay Heights</li><li>○ Butler – Kingsbridge Reserve</li><li>○ Merriwa - Addison Park</li><li>○ Two Rocks - Charnwood Reserve</li><li>○ Yanchep - Oldham Reserve</li></ul>
<b>Issues</b>	<ul style="list-style-type: none"><li>○ Young people are displaying rebellious behaviour, intimidation, mood disorders and anxiety.</li><li>○ This service allows youth workers to reach out to young people and give them a sense of security; the youth workers build rapport with the young people and try to encourage the young people to gain a better outlook on their futures.</li><li>○ This service situates itself in areas within the City of Joondalup, it offers various activities, counselling, community outreach and encourages to help young people with any issues they may have</li></ul>
<b>Unmet Demands/ Gaps in Service provision</b>	<ul style="list-style-type: none"><li>○ Funding is an unmet demand that limits what this service is able to do in the community.</li><li>○ We have a limit on the services we do offer, we cant help with such things as referrals and transportation.</li></ul>

**Agency Details:** North Metro Community Drug Service Team.

**Agency Contact Details:** (08) 9382 6724

**Agency Email Address:**

<b>Where situated</b>	The main office is in Subiaco with sub offices in Joondalup and Warwick. Also provide outreach services in <ul style="list-style-type: none"><li>○ Mirrabooka</li><li>○ Scarborough</li><li>○ Yanchep</li><li>○ Lancelin</li><li>○ Wanneroo</li><li>○ Whitfords</li></ul>
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<b>Issues</b>	<ul style="list-style-type: none"> <li>○ Issues being presented to this service include clients that suffer with substance and alcohol abuse.</li> <li>○ All clients are assessed and referred based on their assessment.</li> <li>○ This service offers counselling (single, family, youth), group programs, medical assessment and review, clinical psychology, school support for young people, case management, withdrawal management, diversion programs, referrals for other agencies including mental health, corrective services and community development activities.</li> </ul>
<b>Unmet Demands/ Gaps in Service provision</b>	<ul style="list-style-type: none"> <li>○ Some of the unmet demands, like all services is funding and the availability of counsellors.</li> <li>○ There can also be a waiting list, which is not preferred as it generally deters clients away.</li> </ul>

**Agency Details:** Women's Healthworks

**Agency Contact Details:** (08) 9300 1566

**Agency Email Address:**

<b>Where situated</b>	Suite 6 Joondalup Lotteries House, 70 Davidson Terrace Joondalup WA 6027
<b>Issues</b>	<ul style="list-style-type: none"> <li>○ The issues being presented by clients include counselling needs for various areas of their lives, lack of appointment time as there are not enough female doctors to which can</li> <li>○ Has been established that young people are afraid of doctors/counsellors of breaching confidentiality.</li> <li>○ There is a lack of women who feel secure in their body image and who find it difficult to discuss and become open about such things as sexuality and their health.</li> <li>○ Young people (in particular girls) are afraid to seek doctors in regards to sexual health as they lack in confidence.</li> </ul>
<b>Unmet Demands / Gaps in Service provision</b>	<ul style="list-style-type: none"> <li>○ A lack in counselling services offered to women. The counselling is offered to those who suffer with anxiety, relationships, abuse, sexuality, stress and family.</li> <li>○ There are limited counsellors in the facility, meaning a lot of clients are put on a waiting list that can be up to 3 months long.</li> <li>○ The service provides medical advice to women, but there can be weeks of waiting for an appointment due to the lack of female doctors.</li> </ul>

**Agency Details:** Centrecare - Intensive Youth Support Service

**Agency Contact Details:** (08) 9300 7300

**Agency Email Address:**

<b>Where situated</b>	85 Boas Avenue, Joondalup WA 6027
<b>Issues</b>	<ul style="list-style-type: none"><li>○ Young people present with substance and alcohol abuse issues, truancy, family problems, homelessness, anti-social behavioural problems, corrective issues.</li><li>○ Centre-care Youth support service is funded by DCP (non government) and offers counselling, working with families, recreation programs, community programs to young people aged 12-18</li><li>○ Youth Diversion System is funded by the corrective service and offers counselling, working with families, corrective services, recreation programs and community programs to young people aged 10-18</li><li>○ The service is referral based, there is no wait list, a minimum of 1 hour/ week of fortnight of counselling is required. The program is voluntary, and counselling can be held in school, home, community or the offices.</li></ul>
<b>Unmet Demands / Gaps in Service provision</b>	<ul style="list-style-type: none"><li>○ These services are only offered to clients who live within the regions of Reid Highway and stretching to Two Rocks.</li><li>○ The age groups is a limitation as we cannot work with anyone under 10 and outside the age of 18</li><li>○ There is a maximum working period with each client of 3-6 months.</li></ul>

**Agency Details:** City of Wanneroo Youth Services

**Agency Contact Details:** 9405 5000

**Agency Email Address:**

<b>Where situated</b>	23 Dundobar Road, Wanneroo WA 6065
<b>Issues</b>	<ul style="list-style-type: none"><li>○ Young people are presenting to becoming more and more unhealthy as they are doing less physical activities and are eating more fast food to which is easily available to them.</li><li>○ The City of Wanneroo used to put on BBQ's for the young people in the community as an outreach and to promote healthy lifestyles; but now there is a lack of funding to keep up this outreach event.</li><li>○ Main focus currently is to target young people and promote active lifestyles and try and make more activities in the community available to them.</li></ul>
<b>Unmet Demands/ Gaps in Service provision</b>	<ul style="list-style-type: none"><li>○ Some of the gaps in the service provision are that the City of Wanneroo does not have the funding or the space available to them in order to accommodate young people with no living arrangements.</li><li>○ The city of Wanneroo believe that there is not a lot offered to young people in the community and therefore has resulted in young people lazing around and not being more active. In order to break this trend, the City of Wanneroo would like to partake in more community outreach and also to get the community more involved.</li><li>○ Transportation for young people is also a gap in service provision regarding transportation for young people. Although it is available to them, it is limited. The City of Joondalup would like to work on getting other transportation available to young people,</li></ul>



**Agency Details:** Child and Adolescent Mental Health Service (CAMHS)

**Agency Contact Details:** (08) 9391 2455 (triage 9233 9366)

**Agency Email Address:**

<b>Where situated</b>	Goline House, Ecko Road, Armadale WA 6112, P O Box 460, Armadale WA 6992 <ul style="list-style-type: none"><li>○ Clarkson</li><li>○ Hillarys</li><li>○ Warwick/Mirrabooka</li><li>○ Shenton</li><li>○ Swan Valley/Kalamunda</li></ul>
<b>Issues</b>	<ul style="list-style-type: none"><li>○ Establish the severity, and complexity of functioning impact on young people and family, and their risk issues.</li><li>○ Specialist clinician provided to young people 18 and under who present with severe mental disorder and are risking impairment.</li><li>○ Suicidal ideation and/or behaviour (deliberate self harm) issues.</li><li>○ Depressed and/or agitated mood, depressive cognitions.</li><li>○ severe anxiety, fearfulness and phobic behaviours including disabling obsessive and/or compulsive behaviours</li><li>○ school refusal thought to be due to mental health problems and where school interventions have been unsuccessful</li><li>○ assessments for young people with primary problems related to substance abuse or intellectual disability</li></ul>
<b>Unmet Demands/ Gaps in Service provision</b>	<ul style="list-style-type: none"><li>○ Clinical services are provided to those who reside in the north metropolitan area; Consumers' access to services is not confined to team catchment boundaries and is based on clinical need.</li><li>○ Only available to those aged 18 and under.</li><li>○ CAMHS are generally unable to accept referrals with immediate or ongoing concerns regarding risk of physical, sexual, or emotional abuse.</li><li>○ Generally unable to respond to emergency presentations requiring contact within 8 hours. CAMHS will attempt to respond to acute presentations requiring assessment within 2 working days during office hours.</li></ul>

**Agency Details:** Mercy Youth Services (Branch in Warwick)

**Agency Contact Details:** 08 9442 3444

**Agency Email Address:**

<b>Where situated</b>	18 Barrett Street, Wembley WA 6014
<b>Issues</b>	<ul style="list-style-type: none"><li>○ Majority of cases that come through this service deal with conflict in the home amongst families.</li><li>○ A lot of young people that come t this service are very angry, violent and aggressive. There is a higher percentage of females coming through this service.</li><li>○ It is an early intervention program that runs for up to 3 months.</li><li>○ A lot of the issues being presented are due to parenting skills, where they are not very informant of boundaries and rules, and where parents are working full time and are not around their children.</li><li>○ The service can organise transport for young people.</li></ul>
<b>Unmet Demands/ Gaps in Service provision</b>	<ul style="list-style-type: none"><li>○ This service does not offer accommodation, nor can it assist a young person in organising housing, the service is only allowed to give details of accommodative places.</li><li>○ The service is only available to a young person for up to 3 months, but if it had the funding and staff they would like to extend the time period from minimum 3 months to a maximum of 6 months. This would allow building better rapport with the young people and helping them adjust to the changes that might occur.</li></ul>

**Agency Details:** Teen Challenge

**Agency Contact Details:** (08) 9246 5777

**Agency Email Address:**

<b>Where situated</b>	81 Ellersdale Ave Warwick WA 6024
<b>Issues</b>	<ul style="list-style-type: none"><li>○ Young people presenting with family struggles, low self-esteem, peer pressured</li><li>○ Majority of young people referred suffer with a drug or alcohol problem, although alcohol abuse is the common issue.</li></ul>
<b>Unmet Demands/ Gaps in Service provision</b>	<ul style="list-style-type: none"><li>○ If schools made more of an emphasis on drug and alcohol abuse then young people would deter.</li><li>○ Teen challenge only offers residential services, no outpatient counselling.</li><li>○ The service is only offered to ages 16 and over, although this is not the target audience- should be 13 and older.</li><li>○ This service does not offer support to those presenting with mental illness.</li></ul>

**Agency Details:** Youth Focus

**Agency Contact Details:** (08) 6266 4333

**Agency Email Address:**

<b>Where situated</b>	54 Goodwood Parade Burswood WA 6100
<b>Issues</b>	<ul style="list-style-type: none"><li>○ This service is offered to young people presenting with early warnings of depression, self-harm or suicide.</li><li>○ This service offers counselling,</li></ul>
<b>Unmet Demands/ Gaps in Service provision</b>	

**Agency Details:** Drug Arm

**Agency Contact Details:** 08 9497 9498

**Agency Email Address:** drugarm@drugarm.org.au

<b>Where situated</b>	1st Floor, 56 Fourth Road, Armadale, WA, 6112 Drug Arm van operates in City of Joondalup on weekend evenings
<b>Issues</b>	<ul style="list-style-type: none"><li>○ This service is specifically aimed at young people who suffer with drug and alcohol dependency.</li><li>○ The service is an interdenominational Christian organisation.</li><li>○ The service provides awareness about the realities of drug and alcohol use through inform and education, rehabilitation and treatment services and support to clients that helps allow them to manage stages of progression.</li></ul>
<b>Unmet Demands/ Gaps in Service provision</b>	<ul style="list-style-type: none"><li>○ The service is specifically related to drug and alcohol abuse, so no other services can be offered to young people.</li></ul>

## Example models of service operation

**Agency Details:** The Station

**Agency Contact Details:** 9528 8692

**Agency Email Address:** youth@rockingham.wa.gov.au.

<b>Where situated</b>	<ul style="list-style-type: none"> <li>○ The Station Youth Centre located at 4 Hefron Street in Rockingham</li> <li>○ The Station Youth Health Service located at 9 Baralda Court in Rockingham.</li> </ul>
<b>Issues</b>	<ul style="list-style-type: none"> <li>○ Young people presenting with family conflicting issues, anxiety, depression, peer pressures, homelessness, behavioural issues</li> <li>○ Free and confidential services are offered to young people aged 12 to 25 including referral, support, advocacy and information on issues including homelessness, family and peer relationships, income support, education and training.</li> </ul>
<b>Unmet Demands/ Gaps in Service provision</b>	<ul style="list-style-type: none"> <li>○ Cannot provide accommodation</li> <li>○ Limited funding.</li> </ul>

**Agency Details:** Street Doctor Program

**Agency Contact Details:** 9473 0211/ 0417175529/ 9376 9200

**Agency Email Address:**

<b>Where situated</b>	PO Box 354, GUILDFORD WA 6935
<b>Issues</b>	<ul style="list-style-type: none"> <li>○ Issues of the clients include homelessness (an increasing issue for unemployed and low income earners in Perth due to the steep rise in housing costs related to the mining boom), the cost of accessing medical care, alcohol and illicit drug use and mental health disorders. There are also legal issues, many clients have been incarcerated or have records for criminal offences and cultural and social issues related to language barriers, marginalised populations and difficulties engaging with the health care system.</li> <li>○ Street Doctor is a mobile, easily accessible, confidential, non-judgmental and non-discriminatory bulk-billing primary health care service.</li> </ul>

	<ul style="list-style-type: none"><li>○ The service employs a multidisciplinary team of GPs, Registered Nurses and Outreach Workers, with the aim of improving health outcomes and reduces hospitalization for disadvantaged people of all ages and from all areas.</li></ul>
<b>Unmet Demands/ Gaps in Service provision</b>	<ul style="list-style-type: none"><li>○ Donation will assist Street Doctor to continue to provide medical assistance and support for Perth's homeless and marginalized populations.</li><li>○ Our greatest need is to purchase and fit out a new Van to carry out this vital work.</li></ul>