

Senate Community Affairs Committee

ANSWERS TO ESTIMATES QUESTIONS ON NOTICE

HEALTH AND AGEING PORTFOLIO

Additional Estimates 2010-11, 23 February 2011

Question: E11-189

OUTCOME 11: Mental Health

Topic: HEADSPACE

Written Question on Notice

Senator Fierravanti-Wells asked:

- a) Noting that Headspace has provided 28,559 services to young people between May 2007 & June 2010, how are the 'services' defined in recording that number?
- b) For example is it the case that headspace has actually seen those young people?

Answer:

- a) Since commencement of headspace services in May 2007 to the end of June 2010, 28,559 young people have registered as clients of headspace and have received 236,000 occasions of service. This equates to each client receiving approximately eight occasions of service. headspace advises that an *occasion of service* may include phone calls, direct consultations, liaison with other key care providers, consultation with carers and client clinical group work. It does not include travel time, writing up of notes or other administrative matters.
- b) The Department is informed by headspace that the number of young people as quoted in the time period above equals the number of unique clients who are registered with headspace and have participated in a face to face service.