

check-in will provide seamless access to all phases of support, recognising that the impact of homelessness on a young person's mental health and wellbeing is complex and directly influenced by the level of psychosocial stress and existing personal and social supports at any given point in time.

check-in @ Frontyard Youth Services

check-in @ Frontyard is a stepped model of care within a 'whole-of-person', trauma focused, mental health program.

19 King St, Melbourne
Assertive outreach across Melbourne

Monday to Friday: 9am – 8pm
Saturday & Sunday: 10am – 6pm

Phone: +613 96112 411
Email: check-in@frontyard.com.au

In an Emergency call 000



A NEW APPROACH

For young people aged 12 to 25 years

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A Melbourne City Mission initiative part funded
by the North Western Melbourne PHN



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check-in is located
at Melbourne City
Mission’s Frontyard
Youth Services hub
at 19 King Street, in
Melbourne’s CBD.

The check-in team is a specialist, multidisciplinary group of Youth Mental Health Clinicians, providing assertive outreach and centre based care for young people who are, or who are at risk of, homelessness.

check-in is not a Specialist
Mental Health Service.

Coordinated care for young people experiencing psychological distress is enhanced by partnerships with Specialist Mental Health Services, accessed via Statewide Mental Health Triage points.

check-in remains engaged with young people throughout their experience and assertively advocates for the most appropriate mental health response.

check-in recognises diversity and intersectional identity, actively promoting cultural safety and inclusion for all young people.

Key access strategies

Responsiveness – access will be available for young people seven days a week, at the time they need it.

Assertive Outreach – delivered by the Frontyard Disruptive Specialist Team, visiting young people wherever they are located.

Capacity Building – providing a range of support, training and consultation to co-located services, key stakeholders and partnership agencies.

The Model

check-in @ Frontyard will provide early intervention, recovery-oriented triage and assessment, mental health service navigation and therapeutic support to young people who display psychological distress and may present with challenging, at risk and/or suicidal behaviours.

Clinical practice is informed by current theories and understandings on the impact of trauma on mental health and wellbeing, reflective of the many and varied Adverse Childhood Experiences (ACEs) that are often a trajectory into youth homelessness.



1. Crisis Intervention

Young people who report or demonstrate acute risk to self or other, who require an emergency assessment by specialist mental health services via a trauma informed risk review and rapid referral.

2. Service Navigation

Young people who report or demonstrate deteriorating mental health, who do not require an immediate emergency response and who are engaged with or who may benefit from clinical mental health services.

3. Counselling

Young people who demonstrate sub threshold positive symptoms and/or who are at risk of, deteriorating mental health. Psychosocial recovery oriented response, brief counselling support and referral to long term counselling services.

4. Therapeutic Engagement

Young people with a history of trauma, who are at risk of deteriorating mental health in the context of ongoing and intersecting adverse life events including homelessness. Trauma focused interventions, trauma informed practice.

check-in is part of an integrated service model @ Frontyard Youth Services