



headspace
National Youth Mental Health Foundation

**headspace Tuggeranong
welcome pack**

**we're here
for you**





**everyone
is welcome at
headspace
Tuggeranong**



how headspace Tuggeranong can help

headspace is the National Youth Mental Health Foundation providing mental health services to 12-25 year olds. headspace Tuggeranong is supported by headspace National to help thousands of young people in communities across Australia access support.

Many things contribute to someone's mental health. That's why, at headspace, we provide information, support and services across four key areas which may affect a young person's health and wellbeing.



Mental health

We can help if you're:

- feeling down, stressed or worried
- experiencing relationship problems or difficulties with your family or friends
- wanting to talk about sexuality or gender identity
- just not feeling yourself, or if you've noticed changes in your thoughts, feelings or behaviour.

Physical and sexual health

Many headspace centres have youth-friendly doctors and nurses who can assist you with:

- any physical health issues
- contraception and sexual health advice.

If your nearest headspace centre doesn't have a doctor or nurse, they can still recommend a youth-friendly doctor in your area.

Work, school and study

We can help if you're:

- struggling at school or work and feeling anxious or stressed
- unsure of what course you want to do
- needing a hand writing a resume
- searching for a job.

Alcohol and other drugs

Alcohol and other drugs can affect things that matter to you, and also your emotional, physical and mental health. It can impact on your work, your study and the relationships in your life. If you're having a hard time stopping, or cutting back, we can support you with:

- developing a plan to tackle your challenges
- connecting with supports, including professional help like GPs and counsellors
- identifying triggers, and provide you with tools and advice on how to avoid them.

What is good mental health?

Good mental health is a state of wellbeing where you feel able to work and study, feel connected to others, are involved in activities in your community and 'bounce back' when life's changes and challenges come along.

when you contact headspace Tuggeranong

Your first contact may be in person, or on the phone.

We will support you to:



1
Fill in a registration form

2
Complete a brief online survey

3
Talk to a headspace worker

4
Be given the opportunity to:

- share what's been impacting your wellbeing
- talk about what goals you might want to work on.

If you feel comfortable, family members are encouraged to support you.



after your first connection with us

we will work with you on the next steps

mental health

substance use

wellbeing group

connecting you with a GP & other health services

eheadspace

assistance with study & work

support connecting with your community & other supports

helping you connect with specialist supports



We take your confidentiality, privacy and safety seriously at headspace Tuggeranong. Read more about your confidentiality on page 6. Read more about your privacy on pages 8 and 9.

why getting support as a young person is important

Research shows that 75 per cent of mental health challenges emerge before the age of 25.

By getting support early, you can reduce your distress, build on your existing strengths and supports, and work towards achieving the goals that are most important to you. You can also reduce the chance of mental health challenges developing into more serious difficulties later on.

Committed to inclusive practice

We get that if you're from a different or diverse background you might find it more difficult to access support for any mental health concerns.

We are committed to inclusive practice. Inclusive practice means that we're responsive to the needs of, and actively welcoming and accepting of, all young people, irrespective of your culture, language, gender, sexuality, lifestyle, values and beliefs, abilities, appearance or socio-economic differences.

As an inclusive service, we:

- acknowledge and respect all people
- treat all people fairly
- do not discriminate against or judge people
- challenge negative stereotypes
- help young people to attend to their immediate basic needs before engaging them in treatment (like food, housing, safety, employment and daily living skills)
- offer flexible, tailored and culturally safe approaches to treatment.



real stories

"I finally felt empowered, sitting in a counselling session where I was given control over all my treatment and everything I wanted to say."

Trent, 25 years

"I was able to talk to someone about how I was feeling with everything, which was good because it's important to get the stuff in your head out. It helped me to see that it wasn't just me feeling like this, like that there were other people that I could relate to and that I could share this journey with. Once your mental health is better you start feeling better about yourself, you're stronger with who you are and you just feel like you're on top of the world."

"So if you're feeling stressed or anxious, you can come down to headspace and yarn with the mob here and talk about your problems. It's a safe environment and you don't have to worry about anyone else knowing what's going on. You can just have a good old yarn and let it all out. Bottling up your emotions and feelings isn't good for you or your community... There's no shame in talking it out."

Taz, 19 years

How do I get the right support for me?

When you talk with us, it's important that you feel safe and comfortable. You might prefer to seek support from someone of the same gender, or someone who understands your cultural background. We'll do our best to make sure this happens.

If you don't think your headspace sessions are working out, there could be a few reasons why. It can be hard to talk about what's on your mind, or sometimes, it may be that you and the headspace worker are not the best fit.

Whatever the reason, don't give up. You have the right to work with someone you connect with. If you feel comfortable, you can talk with your worker about how you are feeling and together you can find a way forward. If you don't feel comfortable talking to your worker about this, that's OK. You can let one of our admin staff know and we'll take it from there and get back to you.



Should I involve my family and friends?

We believe that your family and friends play an important role in your path to better wellbeing.

We understand that there may be many different types of family and friends that are important in your life.

Research shows that involving family and friends in care can lead to better health outcomes. Wherever possible, we support and create meaningful opportunities for your family and friends to directly participate in our service, in ways that you are comfortable with.

Hopkins, L. Lee, McGrane T, Barbara-May R. Single session family therapy in youth mental health: can it help? Australasian Psychiatry 2017;25(2):108-11.

What's shared decision-making?

We encourage you to be involved in all decisions about our work together. Our workers will discuss all service options with you and allow for your preferences (along with evidence about what works) to guide decision-making about your care.



Youth participation

We believe that having young people involved in the work we do is the key to delivering the best services for young people. We aim to give young people meaningful opportunities to get involved with our centre and local community through our youth reference group.

Young people in this group have the opportunity to be involved in a number of ways – like providing input into our services, programs and resources, and planning and helping out at community events.

For more information or to join, visit our webpage or speak to a headspace worker.

understanding consent, confidentiality and mandatory reporting at headspace Tuggeranong

Consent

headspace is a voluntary service. Health professionals can only provide treatment to you when you give consent. This is something we will ask you when you attend.

If you are under 18

You will need parent or carer permission to attend headspace Tuggeranong services.

If you are feeling unsure about involving parents or carers in your support, then please talk to a headspace worker about your concerns.

If you are over 18

You can access headspace services and consent to treatment yourself. You can involve the your family and friends in your care, in the way you feel most comfortable.

Confidentiality

When you talk to a headspace worker, what you say can't be passed on to anyone else without your permission, except information bound by mandatory reporting.

Mandatory Reporting

headspace workers may make a report if they have reasonable grounds to suspect someone is:

1. at risk of harming themselves or someone else
2. at risk of being harmed by others
3. has committed a serious crime.

In these cases we will only provide necessary information to appropriate services or support people.

If you have any questions about confidentiality or mandatory reporting, please speak to a headspace worker.





more about headspace Tuggeranong appointments

How long will an appointment take?

Appointments usually take around 45-50 minutes.

Sessions with a doctor might be shorter. You can confirm the length of your appointment when booking.

How much will an appointment cost?

Services at headspace Tuggeranong are free.

You may need a Medicare card to access some services.

We can help you work out how to apply for a Medicare card or access your Medicare details.

If you need further professional support, we may recommend you see a doctor to get a Mental Health Care Plan (MHCP). Please speak to our reception staff about information on local free GP services.

What are my rights and responsibilities?

It's important that you know what to expect from us and what your responsibilities are while you're receiving support.

We're committed to respecting your rights, and we want to work with you to make sure that you receive all the support you need to achieve your goals.

**For more information
speak to a headspace
worker.**



your personal information

What personal information will be collected?

We will collect personal information that helps us provide services to you. This includes your:

- full name
- date of birth
- address and contact number
- gender and sexual identity
- sexual preference
- emergency contact
- ethnicity
- language spoken at home
- Aboriginal and Torres Strait Islander status

We understand that you might not want to answer some of these questions, and that's ok.

Your headspace Tuggeranong worker will create and share a support plan with you.

At the centre, you will be asked to complete some questions about your health and wellbeing to track whether the provided support is working.

How is my personal information kept private and secure?

We're committed to protecting the privacy of your personal information. The privacy of your information is also protected by law.

We make sure that your information is managed according to all current privacy and information security legislation, which sets standards for the collection, access, storage and use of the information we collect as part of our normal operations.

We also destroy, delete or de-identify this information when it's no longer needed.

If you would like more detail about how we collect and manage personal information, download a copy of the headspace Privacy Policy at headspace.org.au/privacy-policy or speak to a headspace worker.

We can only collect this information from you if you give consent.

To help you decide whether you'd like to give this information, our consent form will tell you how we collect, protect and use your information, how you can apply for access to your personal information and how to make a complaint about our use of your personal information.

Need to know more?

Ask us to explain this to you if you're still unsure.



How do you collect my personal information?

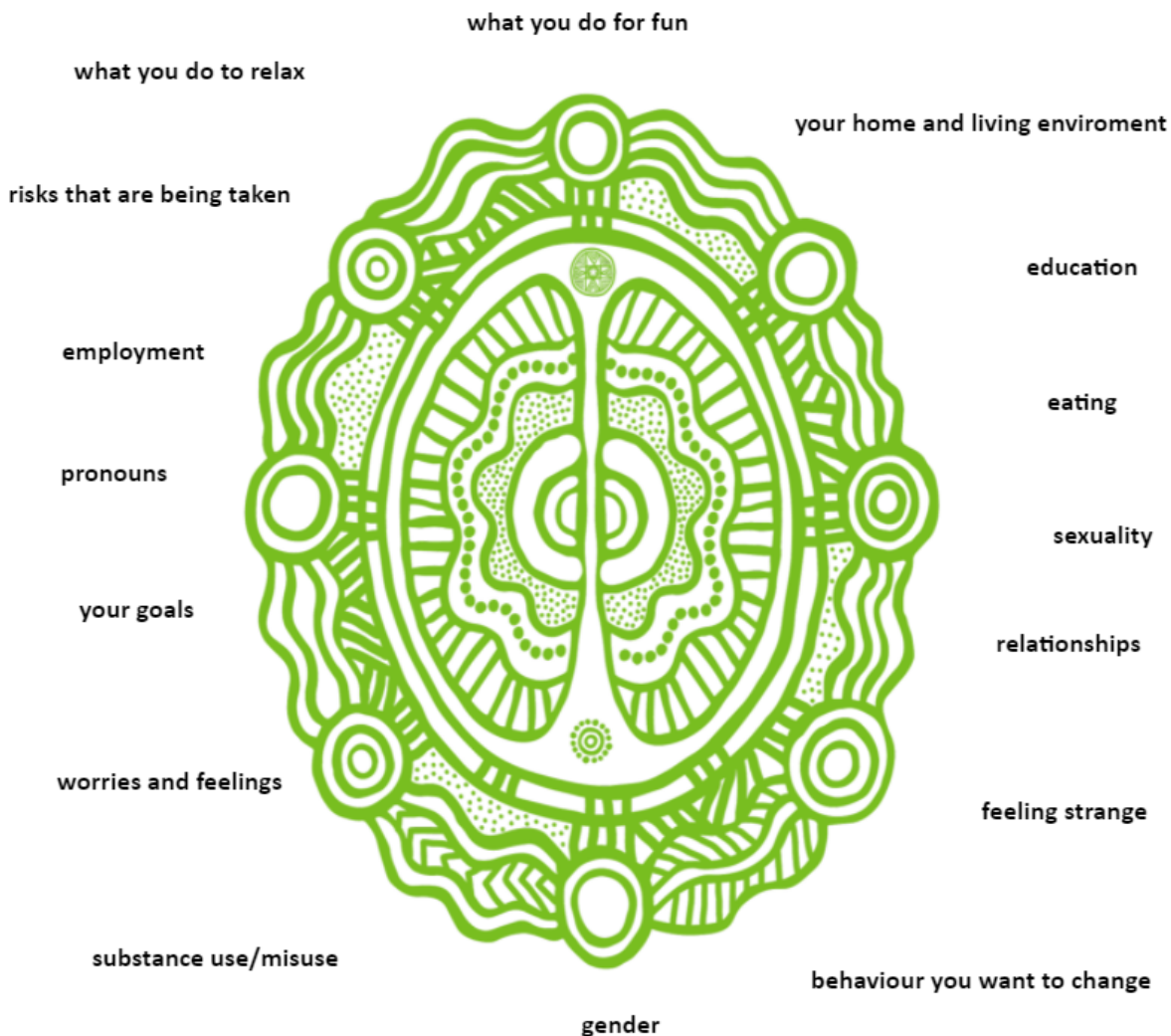
To provide you with the best possible support, care and treatment, and continue to improve our service, we collect some information about all of the young people who access headspace Tuggeranong, the services they receive and the outcomes they achieve.

Before you access our services, we will ask you to provide us with some personal information about yourself.

We may also ask your permission to collect information about you from other health workers, such as your doctor.

headspace is a non-judgemental service. Which means that we may ask you about a number of different things, because we won't make assumptions.

This could be:



Need to know more?

Ask us to explain this to you if you're still unsure.

headspace.org.au

free online support, wherever and whenever you need it

As a young person, there are lots of things to think about like school, study, work, relationships, physical and mental health.

In between your sessions, you can also get support for your mental health by creating a headspace account.

headspace offers young people a choice of digital supports to help with mental health and work and study concerns. Through headspace, you can:

- Manage your own mental health by finding information and resources, and creating your own self-help toolkit
- Join chat groups led by professionals or peers
- Get individual support from headspace professionals

Go to headspace.org.au to create an account.

Develop your self-help skills

There are interactive exercises that allow you to manage your own mental health. These bite-sized activities help you reflect on your own needs, build your everyday skills and set goals to improve your mental health.

Discover tips such as improving your sleep, understanding emotions, getting active or problem-solving, just by doing one of these exercises.

You can also create your own personal space on headspace where you can select your own personalised content, and have one space to keep all of the information, tips and advice that's relevant to you.

Join the community

Our safe and supportive online community provides a great way to connect with others, and share resources that are helpful to you.

Our regular group chats bring young people together and explore topics that are important to the community. Our peer-led chats are held four nights a week, where you can share tips and experiences with others. There are also chats run by our professional clinicians who explore topics and provide resources, strategies and advice to help build your skills.

Chat privately with professionals

You can chat privately with our professional counsellors over the phone or webchat, seven days a week between 9am – 1am (AEST). It's a safe space if you want some advice, unsure of what help you need or maybe just want to talk things through.

Get support with your Work and Study

You can get support with your work and study goals by speaking with our work and study specialists via webchat, video chat, email or phone, and it's free. We can help you with everything from writing resumes and job applications through to planning course options, practicing interviews and managing your mental health with your work and study.

Visit headspace.org.au/workandstudy to register or call 1800 810 794.

Resources and tips

Want to do your own research? There are heaps of resources available which can be a great starting place to gather information that's relevant to you.

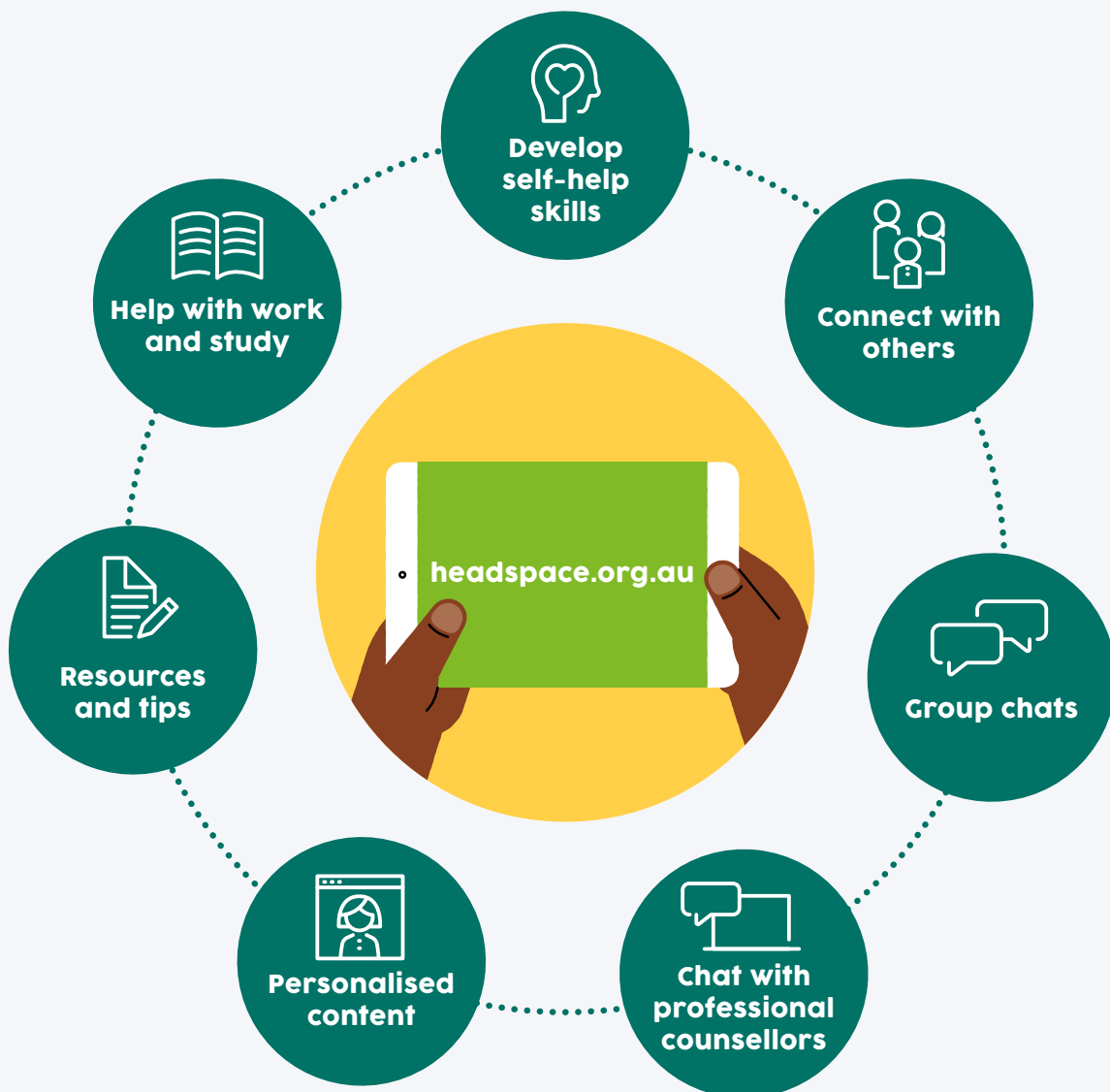
Interested in finding out more? Visit us at headspace.org.au





Your journey, your choice

There are many ways you can get the support you need just from visiting the headspace website and creating an account.





Further information and support

The following agencies also provide information and support to young people.

National agencies

ReachOut reachout.com Information, tools, forums and apps to help cope with tough times and improve wellbeing	QLife qlife.org.au 1800 184 527 Online chat & phone counselling for lesbian, gay, bisexual, transsexual and intersex (LGBTI) young people
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Kids Helpline kidshelpline.com.au 1800 55 1800	SANE sane.org 1800 187 263
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If you need immediate support:

Lifeline 13 11 14 lifeline.org.au	Suicide Call Back Service 1300 659 467 suicidecallbackservice.org.au
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beyondblue
1300 224 636
beyondblue.org.au



headspace Tuggeranong acknowledges the Ngunnawal People as the Traditional Owners of the Country on which we work. We acknowledge all Aboriginal and Torres Strait Islander people as Australia's First People and Traditional Owners. We pay our respect to past, present and emerging Ngunnawal Elders, and acknowledge the ongoing leadership of communities and individuals, in building on cultural strengths and healing country.



headspace is committed to embracing diversity and eliminating all forms of discrimination in the provision of health services. headspace welcomes all people irrespective of ethnicity, lifestyle choice, faith, sexual orientation and gender identity.



headspace services operate across Australia, in metro, regional and rural areas, supporting young Australians and their families to be mentally healthy and engaged in their communities.

For more details about headspace visit headspace.org.au

headspace National Youth Mental Health Foundation is funded by the Australian Government Department of Health

Further support

If you think your parents or carers could use some support, you can encourage them to visit ehespace.org.au or call the Parentline 13 22 89.

