



headspace[®]

National Youth Mental Health Foundation

**CHANGING
THE LIVES**

of

**YOUNG
AUSTRALIANS**



▼
**strengthens
communities**
▲



Each year **headspace** is improving the health and wellbeing of thousands of young people and their families by supporting young people to take control of their lives and get help for the challenges they face.

headspace is one piece of the wellbeing puzzle and through its centres, online counselling and support to schools it strengthens communities by helping young people and those around them to deal with issues with the potential to derail their lives for months, years and lifetimes.

* **CENTRES** *

.....
**ONLINE
COUNSELLING**
.....

**SUPPORT
TO
SCHOOLS**

headspace is the National Youth Mental Health Foundation, providing early intervention mental health services to 12-25 year olds.

headspace is designed to make it as easy as possible for a young person and their family to get the help they need for problems affecting their wellbeing.

Research shows that 75 per cent of mental health disorders emerge before the age of 25. By treating these issues early and providing a holistic model of support, the risk of them developing into more serious problems, including suicide, is greatly decreased.

Driving young people and their families to a single front door through **headspace** ensures they get the support they need, regardless of the mental health issue the young person faces.

Since it was established in 2006, **headspace** has supported tens of thousands of young people and their families through direct clinical services and thousands more through health promotion and community awareness activities.

The success of **headspace** has been recognised internationally, with the model being replicated in other countries.

headspace is funded by the Australian Government Department of Health under the Youth Mental Health initiative.

What's going on for young Australians

Approximately one in four (26.4%) young people aged 16-24 experience a mental health or substance use disorder in a given year (ABS)

Suicide accounts for 25.8% of deaths in the 15 to 19 year age group, and 27.7% of all deaths in the 20 to 24 year age group³ (ABS – 2012 data)

Suicide is the highest cause of death in the 20-24 year age range

Suicide rates among Aboriginal and Torres Strait Islander young men and women are more than five times higher than for non-Aboriginal and Torres Strait Islander people³ (ABS 2012)

Mental health and substance use disorders account for about half the total burden of disease among 10-24 years olds

Less than one in four young people (23%) experiencing mental health problems actually receives professional help¹ (ABS 2007)

Rania's Story

When I was younger I was always outgoing. I did swimming, dancing, soccer, violin and drama. I was always with my friends, always with my sister and my family, just a normal kind of happy kid.

It would have been in Year 7 when things began to change. At first people put it down to, "It's just teenage moodiness" as I began to withdraw and fight with my parents.

Over the next few years I went between feeling so bad it almost physically hurt to just feeling numb. I quit music, drama and sports. Everything felt pointless or painful.

I started fighting with my friends because they were telling me, "you're not okay, you need to get help, you need to talk to someone". I didn't want to – I didn't think anyone could help and I didn't think I deserved to feel better.

I googled 'depression' and it matched exactly what I was feeling. Eventually I talked to my parents and then my school counsellor, which led me to **headspace**.

The process of actually going to speak to someone who I'd never met before about what was going on was really, really scary.

The centre wasn't as clinical or intimidating as I pictured it. I felt listened to – my problems weren't written off as teenage angst or moodiness, I didn't feel they had any preconceptions about what was wrong with me, that made it easier to talk, and to go back.

I went to **headspace** for some time and I started to get better in about Year 10. I stopped going once I felt I had the tools to cope with life again and had learned to ask for help. I was left knowing that the door was still open. I'd learned to talk to my family and friends and express what I was going through.

I feel **headspace** is for everyone, no matter what the issue. People shouldn't feel like things have to be really really bad before they ask for help, and people should know that even when things are really really bad there's help out there and things won't stay like that forever.



CONFIDENTIAL

&

youth friendly



headspace centres

Queensland

Bundaberg ³	Meadowbrook ¹	Brisbane
Caboolture ²	Mount Isa ¹	Inala
Cairns	Redcliffe	Nundah
Capalaba ²	Rockhampton	Taringa ¹
Gladstone ²	Southport	Woolloongabba
Hervey Bay	Toowoomba ¹	
Ipswich	Townsville	
Mackay	Warwick	
Maroochydore		

New South Wales

Bathurst	Sydney
Broken Hill ³	Ashfield ¹
Coffs Harbour	Bankstown ¹
Dubbo ¹	Bondi Junction ¹
Gosford	Brookvale ¹
Goulburn ³	Campbelltown
Griffith ²	Camperdown
Lismore	Castle Hill ²
Maitland	Chatswood
Newcastle	Hurstville
Nowra	Liverpool
Orange ²	Miranda
Port Macquarie	Mount Druitt
Queanbeyan ¹	Parramatta
Tamworth	Penrith
Tweed Heads ¹	
Wagga Wagga	
Wollongong	

ACT

Canberra

Northern Territory

Alice Springs
Darwin

Western Australia

Albany	Perth
Armadale ¹	Fremantle
Broome	Joondalup
Bunbury	Midland
Geraldton ²	Osborne Park
Kalgoorlie ¹	
Rockingham	

South Australia

Berri	Adelaide
Mount Gambier ²	Edinburgh North
Murray Bridge	Noarlunga
Port Augusta	Norwood ¹
	Woodville

Tasmania

Hobart
Launceston

Victoria

Albury Wodonga ¹	Melbourne
Bairnsdale ³	Collingwood
Ballarat	Craigieburn
Bendigo	Dandenong
Frankston	Elsternwick
Geelong	Glenroy
Horsham ³	Greensborough ²
Mildura ¹	Hawthorn
Morwell	Knox
Shepparton	Narre Warren ¹
Swan Hill ²	Sunshine
Warrnambool	Werribee

¹ Opening late 2014/15.

² Opening end of 2015/start 2016.

³ Opening end of 2016/start 2017. Centre names subject to change.

how headspace helps

headspace centres

A national network of **headspace** centres operate across metropolitan, regional and rural areas of Australia. Each **headspace** centre delivers support to young people in four areas – mental health, primary health (including sexual health), drug and alcohol and vocational support.

The look and feel of **headspace** centres is designed to create an environment that young people feel comfortable to access. All services are free or low cost, confidential and youth friendly.

A range of workers are available at centres, including General Practitioners, psychiatrists, mental health workers (psychologists, social workers, occupational therapists, nurses) and other workers (youth workers, alcohol and other drug workers, vocational workers) who have specific expertise working with young people.

The services and direction of each **headspace** centre continue to be shaped with regular input from young people, their families and local communities to keep them relevant, accessible and valuable.

eheadspace

eheadspace is a national online and telephone support service staffed by a range of experienced youth mental health professionals.

eheadspace supports young people who aren't able to access a **headspace** centre or would prefer to get help for their problems via online chat, email or phone. Providing a secure and anonymous place to talk to a professional, means many young people who wouldn't ordinarily seek help at a face-to-face service are getting the help they need.

eheadspace can also assist families and friends in supporting a young person they are worried about.

headspace Youth Early Psychosis Program (hYEPP)

The **headspace** Youth Early Psychosis Program offers specialist support to young people experiencing, or at risk of developing, their first episode of psychosis, and their families.

Around two per cent of people will experience a psychotic episode at some stage in their life, and most will experience their first episode between their late teens and early 20s. The impact on their wellbeing and family and friends can be very significant.

Like with any illness, the longer specialist support is delayed, the more complex things become. Utilising the **headspace** model of early intervention, this holistic and integrated program reaches young people early and aims to lessen the impact on the lives of young people and their families.

Early psychosis services will be delivered through designated **headspace** centres in every state and territory.

headspace School Support

headspace School Support works with school communities on a daily basis to prepare for, respond to and recover from the suicide of a student.

With teams operating throughout Australia the program can respond to the individual needs of each school and coordinate support by working with relevant education bodies, local **headspace** centres and other services providers.



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"The clinical staff member (from eheadspace) was friendly, thoughtful and not dismissive and provided tools that might help manage my anxiety which was really handy for me. Importantly, it was also identified that I might do well attending my headspace centre and it was the push I needed to make that transition."

Lauren, 25, headspace client



Putting young people at the centre of what we do

Youth participation is fundamental to the delivery of quality services for young people.

headspace provides young people with meaningful opportunities to directly participate and collaborate with its structure and services. This includes involvement in planning and providing feedback on how services are delivered as well as the development of youth targeted community awareness activities.

For example, **headspace** took a co-design approach to creating its Yarn Safe campaign, making it the first youth-led national Aboriginal and Torres Strait Islander youth mental health campaign of its kind.

Yarn Safe was developed by **headspace** and 12 young Aboriginal and Torres Strait Islander people from across Australia. The group travelled to workshops in Melbourne from locations including Elcho Island, Brisbane, Darwin, Broome, Melbourne and Perth where they conceptualised the campaign and provided input and direction into every element of the creative from language, colours, messaging and design. By working with this group, **headspace** created a targeted and culturally appropriate campaign to drive Aboriginal and Torres Strait Islander young people to its services.

headspace Youth National Reference Group (hY NRG)

A group of 24 young people (aged 16 – 25), with representation from each state and territory, work with **headspace** to ensure young people's voices and opinions remain front and centre. The **headspace** Youth National Reference Group (hY NRG) is made up of a diverse group of young people of varying ages, genders and cultural backgrounds.

hY NRG is made up of existing members of **headspace** centre youth reference groups which allows representatives to feed information back to the centre youth reference groups and vice versa – this enables hY NRG to hear and represent the views of a large number of young people from around Australia.



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"Involving young people in decision making at headspace ensures the service is suited to their needs. Giving young people the responsibility to make decisions is empowering and conveys that headspace really values their voices."

Summah, headspace Youth Advisor





Reaching young people and their families

headspace undertakes a range of activities to increase the awareness of its services and how to access them among young people, their families, friends and the broader community.

Through partnerships, events, media and social media

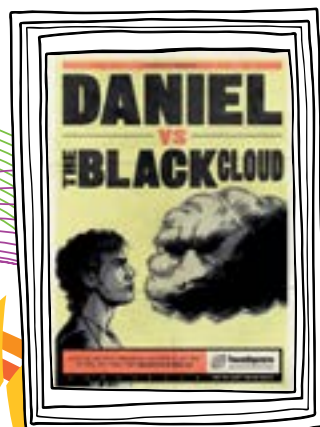
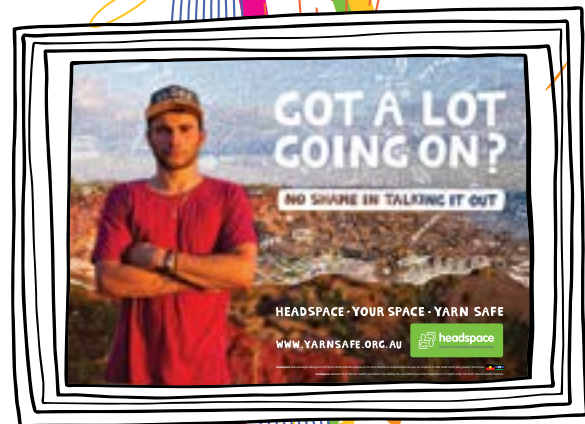
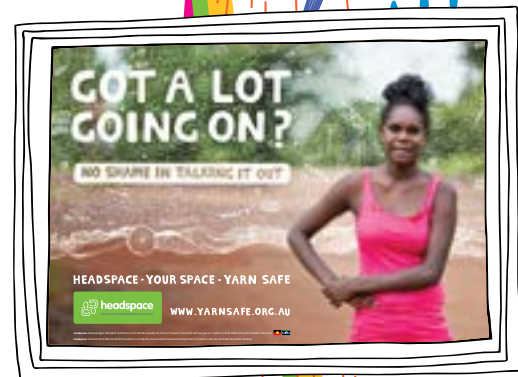
headspace ensures its brand and services are visible on a local and national level.

A number of targeted national campaigns help **headspace** talk to hard to reach audiences, such as Aboriginal and Torres Strait Islander young people, and encourage them to access support at **headspace** or other appropriate mental health services.

headspace tests awareness levels on a regular basis and continues to evaluate campaigns to ensure the primary goal of driving young people to access support is achieved.

All **headspace** activities aim to drive young people to the **headspace** website, where they can choose how they access support – finding their centre, logging onto **ehheadspace** or reading information about how they can help themselves or a friend.

At a local level **headspace** centres are embedded in their communities. Through a range of partnerships, involvement with schools, events and local festivals, centres engage with young people, families and relevant service providers to promote the services available.



Young people's

VOICES

& OPINION

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→ CENTRE ←





headspace

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