

welcome to

# headspace Geelong

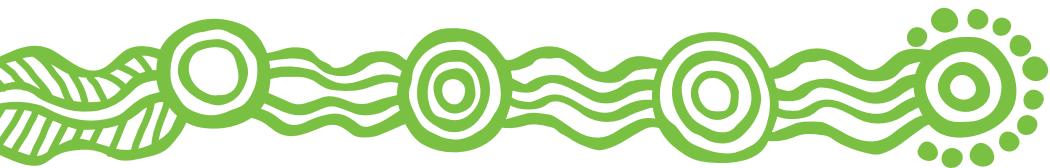


# everyone is welcome at headspace Geelong



headspace Geelong is an early intervention service for young people aged 12–25 with mild to moderate mental health concerns.

Our multidisciplinary team supports young people in the Geelong region by providing support for mental health, physical health, cutting back on alcohol and other drugs, and getting into work and study.



headspace Geelong acknowledges Aboriginal and Torres Strait Islander peoples as Australia's First People and Traditional Custodians. We value their cultures, identities, and continuing connection to country, waters, kin and community. We pay our respects to Elders past and present and are committed to making a positive contribution to the wellbeing of Aboriginal and Torres Strait Islander young people, by providing services that are welcoming, safe, culturally appropriate and inclusive.

We are committed to inclusive practice. Inclusive practice involves being responsive to the needs of, and actively welcoming and accepting all young people, irrespective of their culture, language, gender, sexuality, lifestyle, values and beliefs, abilities, appearance or socio-economic differences.

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

headspace Beaudesert, Corio, Geelong, Hurstville, Ipswich, Meadowbrook, Miranda, Nundah, Ocean Grove, Townsville and Woolloongabba are led by Stride.

# what is headspace?

headspace is the National Youth Mental Health Foundation.

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.

## 1. Mental Health & Wellbeing

headspace 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.

## 2. Physical & 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.

## 3. Alcohol & Other Drugs

Alcohol and other drugs can affect things that matter to you, and also to 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.

## 4. Work, School or Study

headspace can help if you're:

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



## Do you need urgent help?

headspace provides short-term services for mild to moderate issues.

**We are not an emergency service.**

If you are hurt, you are worried about someone's safety, or you need immediate support please call 000 or go to your closest emergency department.

If you are having thoughts about suicide, thoughts or urges to self harm, or self harming behaviour, contact the following National 24/7 crisis services:

### Lifeline:

13 11 14 or [lifeline.org.au](http://lifeline.org.au)

### Suicide Call Back Service:

1300 659 467

### beyondblue:

1300 224 636 or [beyondblue.org.au](http://beyondblue.org.au)



## how can headspace help?

headspace offers a number of different services, online and in person.

These services include our headspace centres (such as headspace Geelong), eheadspace, headspace Work & Study and more.

### Who provides services at headspace Geelong?

At headspace Geelong, you can work with a range of health professionals, such as:

- intake & assessment clinicians
- psychologists
- social workers
- occupational therapists
- doctors and youth health nurses
- alcohol and other drugs workers
- vocational workers

These health professionals work together to make it as easy as possible for you and your family to get the help you might need.



# common myths about mental health

**myth:** Non-qualified people can't help someone with a mental health difficulty.

**fact:** Friends and family can offer important help and support. When family and friends speak and act positively towards a young person with a mental health difficulty, they create an environment that builds on a young person's strengths and promotes understanding and respect.

**myth:** There is no hope for people with a mental illness.

**fact:** There are many supports, treatments and community services available. People with a mental illness can lead active, productive and healthy lives.

**myth:** Mental health difficulties are caused by genetics.

**fact:** Mental health difficulties occur due to a complex combination of factors. These factors can be biological (due to family history of mental health difficulties), psychological (e.g. trauma, loss, neglect) and / or environmental (e.g. stress, money problems, social pressure).



# what might happen if I visit headspace Geelong?

## at the first appointment

The first time you visit headspace Geelong you will:

### 1 fill in a registration form

This is so we can collect information such as your name, gender, and date of birth, as well as contact information for you and your emergency contact.



### 2 complete a brief survey on an ipad

This allows the person seeing you to see your progress over time. It also shows us how many young people we've supported. Your information is kept secure and confidential.



### 3 chat with an intake clinician

You will be given the opportunity to:

- chat on the phone to one of our intake clinicians before you come into the service for the first time
- meet our friendly staff
- tell us why you're seeking support
- share what has been impacting your wellbeing

If you feel comfortable, family members are welcome to attend this appointment.



# after your first appointment

If it's best for you, and you choose to continue seeking support from headspace Geelong after your first appointment, together we might work on goals you've identified as important to you such as:



**Mental Health Support** such as cognitive behavioural therapy (CBT), problem solving, supportive counselling or group therapy.



**Physical Health Support** from a doctor for physical or sexual health issues.



**Alcohol & Other Drug Support** from an alcohol and other drug support worker.



**Work or Study Support** with assistance from a work and study specialist.



**Referral to Other Agencies** best suited to you and your family's needs. If you need a referral from a doctor to access a particular service (such as a Mental Health Care Plan), we can help you arrange this.



## How long will an appointment take?

Appointments usually take 50–60 minutes, though appointments with a dietitian or vocational worker might be shorter.



## How much will an appointment cost?

The services we provide are either free or have a low cost. You may need a Medicare card to access these services, though we can help work out how to apply for this if needed. To access some of our services for free, you may also need to get a Mental Health Care Plan (MHCP) from a doctor. Your intake clinician will explain this to you if necessary.

## Wait Times and Cancellations

We support lots of young people at headspace Geelong and sometimes that means you might have to wait before you can see one of our counsellors, especially if you can only come after school or work.

We understand that life can get in the way of coming to your appointments. If you can't make it to a scheduled appointment, just let us know at least 24 hours before the appointment time, so we can offer that time to another young person.



**your story is part  
of a bigger picture  
of mental health  
in Australia**

**That's why we collect  
information about everyone  
who comes to headspace  
through our surveys.  
So we can continue to  
improve mental health  
services for everyone,  
everywhere.**

**If you have any questions,  
just ask someone at  
headspace Geelong. We're  
always here to help.**



# client wellbeing survey (h.A.P.I)

## ever wondered how filling out surveys at headspace helps you?

They're one of the ways we get your feedback. By routinely asking about your wellbeing, we can see how you're going and whether what we're doing together is helping or not.

You are the expert on you!

Your honest feedback helps us help you get the most out of your appointments.

### Help us help you by:

- completing your surveys each time you attend an appointment
- providing honest feedback in surveys and conversations with your worker

## the information we get from the surveys:

- gives you an important voice in what happens in your appointments and your overall treatment.
- opens an important conversation between you and your headspace worker.
- helps us identify when we're getting it right and when we aren't, so we can respond and change it up if needed.
- helps strengthen your connection with your worker.

Surveys are voluntary. Somedays you might not feel like it, you can skip questions or sign out at any stage.



# privacy and confidentiality

When you access headspace Geelong you will be asked personal questions so we can understand your situation, concerns, and how to best support you. This includes personal and medical details about yourself. We are required by law to keep your information safe at all times.

- Information is collected via forms, online surveys (hAPIs), and by speaking with our staff
- The information collected about you may be shared with headspace team members, services that work within headspace, and Medicare in order to provide you with the best possible care.
- This means you do not have to retell your story and all the services you are accessing within headspace can work together to better support you.

Your privacy is valued by headspace and we will always aim to keep your information confidential where possible. There are certain circumstances which legally require headspace team members to disclose information about you.

These are:

- If there is a serious risk to yourself or someone else
- Missing persons
- Mandatory notification of child abuse
- Subpoena or court order
- Serious criminal activity or unlawful possession of firearms
- Reportable disease

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. You can download a copy of the headspace Privacy Policy at [headspace.org.au/privacy-policy](https://headspace.org.au/privacy-policy) and Stride's (our Lead Agency) Privacy Policy at [stride.com.au/privacy-policy](https://stride.com.au/privacy-policy)

# your rights and responsibilities

It's important that you know what to expect from headspace Geelong and what your responsibilities are while you're receiving support. We're committed to respecting your rights, and we want to work together with you to make sure that you receive the support you need to achieve your goals.

## your rights:

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- Be treated with respect, dignity and consideration.
- Be treated by experienced and skilled health workers; and to know their name and qualifications.
- Be informed about the various services available, how they operate and any rules or regulations related to your use of them.
- Have someone speak on your behalf if you choose.
- Ask for or be given clear explanation about your emotional problems or mental health problems and plans for care and treatment.
- Be involved in the decision-making about your care, treatment and discharge planning.
- Ask for a second opinion, subject to available resources.
- Access services that support you to live, work and participate in the community to the full extent of your capabilities.
- Request the assistance of trained interpreters.
- Privacy and Confidentiality of your personal health information.
- Ask for access to your own headspace medical record. A health worker will help you request this access.
- Expect that only those actually involved in your treatment have access to your personal information. This may include your GP or other service providers with your consent.
- Have your family / carer / friend involved in your care. You are encouraged to nominate the person you would like to be your 'primary support person', or exclude any person who you don't want to receive information about your care and treatment; the limits of this will be discussed with you.
- Timely and high quality treatment; appropriate to your needs, age, gender, religion, language and cultural background.

## your responsibilities:

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- To act in a respectful manner towards staff of, and clients who access support from headspace Geelong.
- To respect the right of the health care worker to conduct an interview with you or your family / carer / friend in a non-threatening manner.
- Being considerate of the property of other people and of headspace property.
- If you choose to provide information about your past or present treatment, ensuring the information you provide is accurate, to the best of your ability and knowledge.
- To actively seek health care information and asking someone if you have not understood anything you have been told.
- Participating as far as possible in reasonable treatment options.
- Notifying the worker if you are not able to keep an appointment.
- Not to engage with an appointment under the influence of alcohol or other substances.
- To acknowledge responsibility for the impact of your decisions to accept or reject advice.
- To ensure you are in a safe and private location when attending an appointment over the phone or via video conferencing.
- To minimise possible distractions during your appointment.
- To ensure you have sufficient data available and reliable internet connection for online appointments, or make yourself available via telephone.

## permission for treatment

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headspace Geelong is a voluntary service. Our staff can only provide you with support if you say it's OK (if you give consent). This is something we'll ask you during your first appointment.

You can generally make decisions on your own about your treatment but in some cases we may need a parent or legal guardian to give consent for you to access a particular service (e.g. if you are under a certain age limit).

## getting the support that's right for you

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If you don't think your headspace sessions are working, there could be a few reasons. It might be because it is hard to talk about what's on your mind, or it might be that you and your worker are not the right fit.

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

You have the right to work with someone you connect with. If you feel comfortable, you can talk with your worker about how you're feeling and together you can find a way forward. If you don't feel comfortable talking to your worker, all you need to do is let us know through our administration staff.

## involving family and friends

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At headspace Geelong, we believe that family and friends can play an important role in your path to better wellbeing. We also understand that there may be many different types of family and friends who are important to you.

Research has shown that involving family and friends can lead to better health outcomes. That's why, wherever possible, we advocate for and provide meaningful opportunities for your family and friends to directly participate in our services, but we will make sure that you are comfortable with this, and that it is likely to be beneficial to your wellbeing.

**All family and friends involvement at headspace is respectful of the privacy and confidentiality of young people.**

## feedback

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We welcome your feedback at headspace Geelong. Your feedback is a valuable tool to help us improve our services. If you would like to provide feedback about your experience with us, you can get in touch over the phone or via email.

If you wish, you can also call and speak to someone on the phone, or organise a time to speak with someone in-person. Alternatively, if you would like to provide confidential feedback, you can contact our Lead Agency on 1300 00 1907 or submit your feedback online at [stride.com.au/contact-us/feedback](https://stride.com.au/contact-us/feedback)

## our commitment to inclusive practice

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We understand that some young people may experience additional or greater barriers to accessing help for mental health difficulties. These people might be:

- young men
- LGBTIQA+ young people
- Aboriginal and Torres Strait Islander young people
- young people from Culturally and Linguistically Diverse backgrounds
- young people who use alcohol and other drugs
- young people experiencing homelessness
- young people in rural/remote communities

We are committed to inclusive practice. Inclusive practice involves being responsive to the needs of, and actively welcoming and accepting all young people, irrespective of their culture, language, gender, sexuality, lifestyle, values and beliefs, abilities, appearance or socio-economic differences.

As an inclusive service, we:

- acknowledge and respect all young people
- treat all young people fairly
- do not discriminate against or judge young people
- challenge negative stereotypes
- offer flexible, tailored and culturally safe approaches to treatment

## english as a second language

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Our services are provided in English. In some cases, interpreters can be arranged in advance to support you or your family and friends to communicate with our staff during a session.

For more information on mental health in a language other than English, please speak to one of our friendly staff or visit Embrace Multicultural Mental Health at [embracementalhealth.org.au](http://embracementalhealth.org.au)



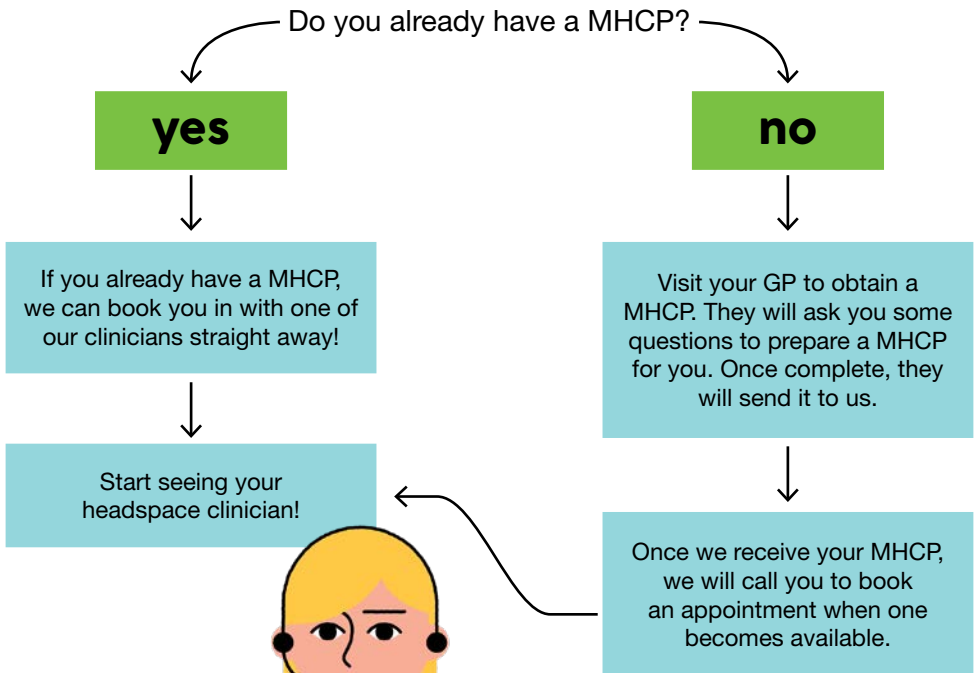
# what is a mental health care plan?

Most counselling sessions with our clinicians are funded through Medicare's Better Access Scheme. We bulk bill these sessions, meaning we bill Medicare for the services you receive, instead of charging you. In order to bulk bill your sessions, you will be required to see a GP to obtain a Mental Health Care Plan (MHCP).

When booking an appointment with your GP to get your MHCP, please ask for a longer appointment time.

A MHCP identifies what sort of mental health difficulties you are currently experiencing and what sort of therapeutic support may benefit you. The GP will ask you questions about your situation and how you have been feeling so they can complete the plan. Once it's complete, the GP can forward a copy of your MHCP to us, or you can drop it off to headspace Geelong.

## What happens after my first appointment if I need a MHCP?





*headspace made me feel welcome and comfortable when I visited the centre. The staff were friendly, understanding and made me feel like they understood what I was going through and that they genuinely cared about my wellbeing.*

*– Anna*

## social inclusion

We understand that some young people may experience additional or greater barriers to accessing help for mental health difficulties.

Our Social Inclusion Coordinator can support young people who may not feel comfortable talking about what's going on for them, or they want support with their immediate basic needs before engaging in treatment (like food, housing, safety, and daily living skills).

## group programs

We also have a number of group programs that run throughout the year. These programs may be social groups, therapeutic groups, or groups for certain demographics such as young people who identify as LGBTIQ+.

For more information about what groups are running at the moment, please ask one of our friendly staff or visit our website.

# eheadspace

eheadspace is headspace's national online and phone support service for young people aged 12–25, as well as their families and friends. It is staffed by experienced youth mental health professionals.



Online chat and phone support operates from 9am – 1am AEDT (Melbourne Time), 365 days a year. You can email eheadspace anytime and the team aim to respond within 48 hours.



eheadspace holds anonymous group chats on different topics like sleep issues, self harm, helping out a friend and more.



To access eheadspace, all you need to do is register at [headspace.org.au/eheadspace](https://headspace.org.au/eheadspace) (for online chat or email support) or phone **1800 650 890**. All eheadspace services are free but if you call from your mobile your usual call charges apply.







*I was able to be around others who understood where I was at in life.*

– Anika

## spaces

Spaces is an online platform for you to gather, organise and share information and resources about mental health and wellbeing. There are two types of spaces you can interact with:

- **Personal spaces** where you can create your own private space and fill it with resources that you find helpful in managing your wellbeing
- **Community spaces** where you can connect with other young people in a safe and supportive, online environment

You can check out Spaces on our website at [headspace.org.au/spaces](https://headspace.org.au/spaces)

## decks

Decks are bite-sized modules designed by young people to help you reflect on what's going on for you, your needs, and will recommend personalised resources to help you if you're going through a tough time. There are decks on a range of topics including:

- understanding stress
- understanding emotions
- staying active
- problem solving
- sleep

You can check out some of our Decks at [headspace.org.au/decks](https://headspace.org.au/decks)

## centre support

Sometimes it can be hard to get into work or study especially when you are working on your mental health. Our Work & Study centre support team can assist you with:

- looking for and applying for jobs
- job interview support
- creating a fresh or new resume
- enrolling in study
- visiting potential employers
- navigating Centrelink

Everything is private and confidential and there's absolutely no cost.

If you're interested in getting support with your work and study goals, have a chat with your headspace worker who will put you in touch with a member of the headspace Geelong Work & Study team to see how the program could work for you.

## online support

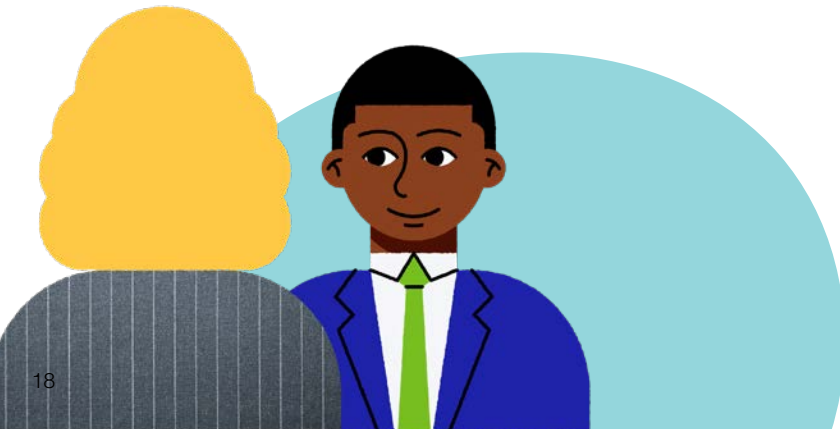
Connect with a Work & Study specialist online to get tailored support and advice on everything from study and education options to job hunting. You can talk to other young people in group chats, access online resources, and if you want, you can get support from a mental health clinician. To access headspace Work and Study, you need to register at: [headspace.org.au/services/work-and-study-support/online](https://headspace.org.au/services/work-and-study-support/online)


All headspace Work and Study services are free but if you call from your mobile your usual call charges apply.

## career mentoring service

headspace's Career Mentoring Service connects young people aged 18-25 with an industry mentor in their field of interest. Mentors work with young people to help them find, maintain and enjoy work. To register your interest for the Career Mentoring Service visit: [headspace.org.au/services/work-and-study-support/career-mentoring](https://headspace.org.au/services/work-and-study-support/career-mentoring)

All Career Mentoring services are free. If connecting with a mentor by phone, you will be given a toll free number to call.





Going to headspace helped me be able to pursue my passions and do things I never thought I could with my life.

– Kathan

## supporting your family or friend while they're waiting for an appointment

We understand that wait times for appointments may vary, especially for after school or work appointments. While a young person is waiting for an appointment, here are some ways you can support them:

- keep communication open, show empathy and don't rush into judgements
- be available without being intrusive or 'pushy'
- spend time with them
- take an interest in their activities, and encourage them to talk about what's happening in their life
- take their feelings seriously
- encourage and support friendships
- encourage our tips for a healthy headspace (on the next page)
- give positive feedback
- let them know that you love them – they may not always admit it but this is likely to be very important to them.

**our tips for a healthy headspace are for everyone.**

Worrying and supporting someone you care about is tough, so you must remember to be kind to yourself. Maintaining your own health and wellbeing enables you to best take care of the person you are supporting.

# tips for a healthy headspace



## get into life

Keep doing the stuff you love to do and the things that are important to you. It can give you a sense of accomplishment and purpose, and boost your confidence.



## learn skills for tough times

Things like meditation, taking a digital detox, listening to music, spending time outdoors or writing things down are a few ways that can help you handle challenging times.



## create connections

Feeling connected to others is an essential part of being human. Spending time with friends, family and people in your community can really strengthen your mental health and wellbeing.



## eat well

When you think of improving your mental health, you may not always consider changing the food you eat. But there is a strong link between what we eat and how we feel!



## **stay active**

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Staying active can help you to sleep better, manage stress and boost your mood. Find a way to keep active that you enjoy and incorporate this into your regular routine.



## **get enough sleep**

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Getting enough sleep is good for your brain and body. It improves your mood, sharpens your concentration and increases resilience.



## **cut back on alcohol and other drugs**

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Alcohol and other drugs may feel like they help you to manage hard times in the short term but remember they can interfere with your mental health and make you feel much worse in the long run.

# what is anxiety?

Fear is an emotion we have in response to a real or perceived threat, whereas anxiety is the anticipation of a future threat. It's common to experience anxiety when faced with stressful situations. This is normal and it's our body's way of preparing us to act in these situations.

People experiencing an anxiety disorder find that their anxiety gets in the way of their daily life and stops them achieving their full potential.

Some of the signs that someone might be experiencing anxiety are:

- a racing heart
- faster breathing
- feeling tense
- feeling sick in the stomach
- persistent worrying and excessive fears
- being unable to control their worries
- being unable to relax
- feeling annoyed, irritated or restless
- poor sleep
- having trouble concentrating and paying attention

# what is depression?

Depression is one of the most common health issues for young people in Australia. Depression is the term used when feelings of sadness, flatness or irritability have lasted longer than two weeks, affect most parts of daily life, and stop people from taking part in activities that used to be enjoyable.

There is no simple answer for why people develop depression. For most people, it is a combination of events or issues that end up impacting on their feelings, thoughts and behaviours.

Depression can be different for everyone, but there are some common signs including:

- appearing down, moody or irritable
- tiredness, lack of energy and motivation
- seeming worried or tense
- difficulty concentrating or making decisions
- expressions of worthlessness and guilt
- having dark and gloomy thoughts
- no long engaging in activities they used to enjoy, or doing so with less enthusiasm
- less attention to personal hygiene appearance
- loss of appetite and weight
- trouble sleeping or over-sleeping and staying in bed most of the day
- restlessness, agitation or being 'slowed down'
- unexplained aches and pains, such as headaches or stomach pains



## our youth futures crew

At headspace, we know that young people are the best placed to know whether a service is working for them. That's why we rely on our Youth Futures Crew (YFC) to let us know what's working and what needs improving.

Our YFC is made up of a diverse group of young volunteers aged 16–25, who help support and guide the centre on key components of youth mental health service delivery and community awareness initiatives both within the centre and the broader community.

The role of the YFC is varied and members are offered a range of opportunities to contribute to our centre and their community including:

- reviewing decisions regarding day-to-day running of the centre
- helping to create resources (like this welcome pack!)
- helping plan events for young people
- representing headspace Geelong at events, schools or in the media

**If you're interested in joining our YFC, get in touch with our Community Engagement Coordinator via email on:**



[headspace.Geelong@stride.com.au](mailto:headspace.Geelong@stride.com.au)

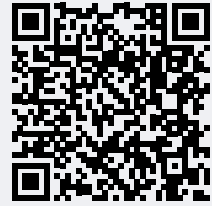


# while you're waiting

Some young people have found these apps, online programs and organisations helpful while they are waiting to see a clinician at headspace Geelong.

For easier access to the below links, scan the QR code to the right, or head to:

[headspace.org.au/Geelong/while-you-wait-options](https://headspace.org.au/Geelong/while-you-wait-options)



## eheadspace

Free, confidential, phone or online counselling service provided by headspace

**1800 650 890**

[headspace.org.au/eheadspace](https://headspace.org.au/eheadspace)

## kids helpline

Free, private and confidential 24/7 phone and online counselling for young people aged 5-25

**1800 55 1800**

[kidshelpline.com.au](https://kidshelpline.com.au)

## lifeline

Free, private and confidential 24/7 phone and online crisis support and suicide prevention

**13 11 14**

[lifeline.org.au](https://lifeline.org.au)

## reachout

Online resources and support for young people under 25 going through a tough time

[au.reachout.com](https://au.reachout.com)

## head to health

Head to Health can help you find the information, resources and services that most suit your needs

[headtohealth.gov.au](https://headtohealth.gov.au)

## bite back

Online activities, psychoeducation and positive psychology support for young people with their mental health

[biteback.org.au](https://biteback.org.au)

## beyond now

This is a safety planning app that you can work through if you're having thoughts of suicide

[bit.ly/2PQJClk](https://bit.ly/2PQJClk)

## the desk

Online tools and programs to support students with their mental health

[thedesk.org.au](https://thedesk.org.au)

## hello sunday morning

Website and app that supports young people cutting back or taking a break from alcohol

[hellosundaymorning.org](https://hellosundaymorning.org)

## the brave program

Online program to support young people aged 8–17 with anxiety

[brave4you.psy.uq.edu.au](https://brave4you.psy.uq.edu.au)

## breakup shakeup

App that supports young people going through a relationship break up

[apple.co/34rrbsC](https://apple.co/34rrbsC)

## clear your vision

Online program to support young people to reduce their cannabis use

[bit.ly/2tmM8bA](https://bit.ly/2tmM8bA)



# more information and further support

The headspace website has lots of information and resources on different issues and topics that impact young people: [headspace.org.au](https://www.headspace.org.au)

Below is a number of other organisations that also provide support and information for young people and their mental health and wellbeing:

## national agencies

### Youth beyondblue

[youthbeyondblue.com](https://www.youthbeyondblue.com)

1300 224 636

Information, online chat, email and 24/7 support

### QLife

[qlife.org.au](https://www.qlife.org.au)

1800 184 527

Online chat and phone counselling for LGBTIQA+ young people

### National Disability Insurance Agency (NDIA)

[ndis.gov.au](https://www.ndis.gov.au)

1800 800 110

Supporting people with a disability in Australia

### ReachOut

[au.reachout.com](https://www.reachout.com.au)

Information, tools, forums and apps to help cope with tough times and improve wellbeing

## state agencies

### Child & Adolescent Mental Health Service

[health.vic.gov.au/mental-health-services/child-andadolescent-mental-health-services](https://www.health.vic.gov.au/mental-health-services/child-andadolescent-mental-health-services)

1300 094 187

Support for infants, children and adolescents (0-15 years) with complex mental health needs.

### Jigsaw Youth Mental Health Drugs and Alcohol Services

[barwonhealth.org.au/services-departments/mentalhealth/item/jigsaw-youth-mental-health-drugs-andalcohol-services](https://www.barwonhealth.org.au/services-departments/mentalhealth/item/jigsaw-youth-mental-health-drugs-andalcohol-services)

1300 094 187

Specialist services to young people aged 16 to 25 with mental health and substance use difficulties

### Eating Disorders Victoria

[eatingdisorders.org.au/find-support/eating-disorderhelpline](https://www.eatingdisorders.org.au/find-support/eating-disorderhelpline)

1300 550 236

Assessment, care and treatment for people and their families affected by eating disorders

## local support services

### Homeless Outreach Mental Health Support (HOMHS)

[wellways.org/our-services/homeless-outreachmental-health-support](https://www.wellways.org/our-services/homeless-outreachmental-health-support)

(03) 4333 0251

Intensive case management for young people (16-25) with mental health issues who are currently homeless or at risk of becoming homeless.

### Neami STEPMI

[neaminational.org.au/find-services/stepmi](https://www.neaminational.org.au/find-services/stepmi)

1300 050 093

Provides support for people with enduring and persistent serious mental illness.

### Hope Bereavement Care

[bereavement.org.au](https://www.bereavement.org.au)

(03) 4215 3358

Free information, support and counselling services for anyone grieving a death

### Barwon Child, Youth and Family

<https://www.bcyf.org.au>

(03) 5226 8900

Family and Youth support services including mental health, homelessness, drug and alcohol issues, family violence and housing support

### Cultura

[cultura.org.au](https://www.cultura.org.au)

Multicultural support for young people including settlement services, youth and community programs, arts programs and cultural events

### GASP

[gaspgeelong.org.au](https://www.gaspgeelong.org.au)

Safe and inclusive space for young people aged between 12-25

### The Sexual Assault & Family Violence Centre

<https://www.safvcentre.org.au>

Support people impacted by sexual assault and women, children and young people experiencing family violence

# Get mental health support when and where you need it

MOST is a free digital mental health service for young people aged 12 – 25

## MOST gives you



Online support with real people



Tailored therapy journeys



A social network with a difference

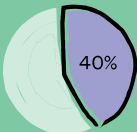


A personalised library of tools

MOST has small bites of therapeutic content served up as cartoons, activities and practical strategies that work – all available online, when and where they're needed.

There are journeys to help you improve your mood, improve your sleep, find your confidence, find your calm, explore social hacks and sort out all things work and study.

If you need it, connect with peer support on MOST's online community. It's a safe social network of young people who get it, and peers who've been through it. On MOST you can feel safe to react, contribute and post about your world (only if you want to).



40% of young people experience mental ill-health every year

## How MOST works

MOST provides on-demand support to young people experiencing mental ill-health.

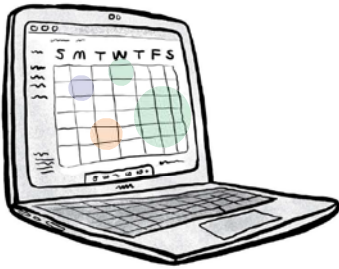
It connects you to a blend of online tools and real support from real people.

Get tips and strategies that work – in a personal program to work through in your own time – plus access to clinical and career experts and a peer support team with their own lived experiences.

↳ MOST gives you online tools and support to get back on track with the things that matter – like friends, mental health, work and study.



↳ **Get access to online mental health support – and real people – to help you through life's challenging moments, right when you need it.**



**With MOST, we've made getting support on your terms easier.**

MOST is designed to give you help before, during, in-between and after face-to-face sessions.

You need a clinician to get you connected, but then MOST's available whether or not you stay with the service for your care.



Our team is ready to support you by...

- making sense of what's going on for you
- guiding you along your online therapy journey
- personalising content to your needs
- working alongside your offline clinician
- helping you recognise your skills and strengths
- linking you with a peer worker to chat with someone who gets it
- helping you navigate work, study and career

## Get connected to MOST

MOST digital therapy offers two services - one for young people aged 12 to 14 and one for those aged 15 to 25.

Ask about MOST at your participating youth mental health service and get connected today.

### Get in touch

hellomost@orygen.org.au  
orygen.org.au/hellomost



Orygen Digital acknowledges the Traditional Owners of the lands we are on and pays respect to their Elders past and present. Orygen Digital recognises and respects their cultural heritage, beliefs and relationships to Country, which continue to be important to the First Nations people living today.



**MOST** / *gen* Digital

# get in touch



(03) 5222 6690



(03) 5222 6722



headspace.Geelong@stride.com.au

## opening hours

Monday	9:00am - 5:00pm
Tuesday	9:00am - 5:00pm
Wednesday	9:00am - 5:00pm
Thursday	9:00am - 5:00pm
Friday	9:00am - 5:00pm
Saturday & Sunday	CLOSED

## finding us

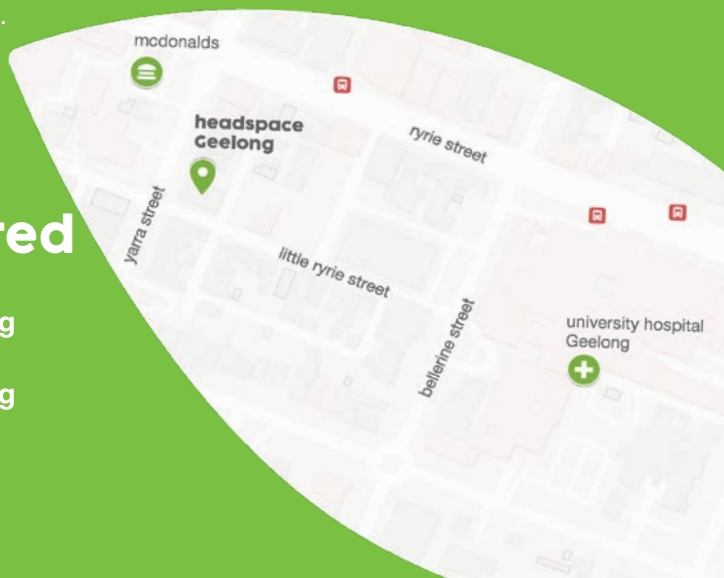


105 Yarra Street, Geelong, VIC 3220

### Public Transport:

We are located very close to the bus stops on Ryrie Street. Find your best route at [ptv.vic.gov.au](http://ptv.vic.gov.au).

Our centre is fully wheelchair accessible.



## stay connected



headspaceGeelong



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