



**headspace**  
Gosford & Lake Haven

# Welcome



If you are aged 12 to 25  
and going through a tough  
time, headspace Gosford  
and headspace  
Lake Haven can help

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



## Acknowledgement of country

Both headspace Gosford and Lake Haven would like to acknowledge the Aboriginal People, the traditional Custodians of this land and pay respect to our Aboriginal elders, both past and present and future.

We are committed to diversity and social inclusion.

This includes Aboriginal People and Torres Strait Islander Peoples, people who identify as LGBTIQA+, people of all ages, people with a disability and those from culturally and linguistically diverse backgrounds.



## About headspace

### Welcome to headspace Gosford & headspace Lake Haven!

We aim to listen to you, and connect you with a range of services to help you out at this time

headspace Gosford & headspace Lake Haven provide support services in four core areas: mental health, physical & sexual health, vocational and social support and drug and alcohol support

# What do we do?



- ✓ We provide holistic, accessible, free and youth friendly services and support
- ✓ We work with a range of people to ensure you can be linked in with the services you need
- ✓ We are culturally and socially inclusive
- ✓ We welcome family and friends to be involved in your care through family inclusive practice

# Who do we include?

We seek to include the people that are important to you in your life, so you can get the support you need to reach your goals.

These supports can include:

- ✓ Family and friends
- ✓ Your family doctor
- ✓ School teachers, welfare staff and school counsellors
- ✓ Youth support workers or case managers
- ✓ Church or other groups you belong to
- ✓ Other people that are important to you

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*It is only with your consent that we work with your chosen support people. You're welcome to have a chat with us about this anytime.*

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# The types of services we offer at headspace

At headspace Gosford and headspace Lake Haven we have a range of youth friendly people that are here to help and support you – these people include:



- ✓ Professional intake and assessment workers
- ✓ Doctors (GP's)
- ✓ Our counselling team including Psychologists, Clinical Psychologists and Mental Health Social Workers
- ✓ Alcohol and Drug Counsellors
- ✓ Vocational workers that can help you gain employment or re-engage with education
- ✓ Co-located partner agencies that provide a range of additional supports
- ✓ Family wellbeing workers



# What to expect at your first appointment?

**It's not unusual to feel nervous about coming to headspace for the first time - it may help to bring along a friend or a family member for support.**



## **What happens when you get to headspace?**

- ✓ We will contact you by phone prior to your first visit to our centre and ask you a few questions that will help us gain an understanding of the types of support you need, and to see if headspace is the best service for you.
- ✓ Once it is established that you are coming into headspace, you will attend your first centre-based appointment with one of our Youth Access Team Workers. They will chat with you about what is going on in your life, and will work alongside you to develop a support plan.
- ✓ Every time you come to headspace to see us, we will ask you to answer a quick survey on an iPad. This information is important to us, however you don't have to do the survey if you would prefer not to.

## **How long does an appointment take?**

- ✓ An appointment can take approximately 1 hour. Your first appointment may take a little longer; a Doctor's appointment may be shorter.

## **How much does an appointment cost?**

- ✓ All the services at headspace are provided at no cost, or are bulk billed through Medicare. (If you need your own Medicare card, we can assist you to apply)

## **Things you might like to talk about**

We have been helping young people on the Central Coast for many years. Over that time we have noticed young people like to talk to us about the following things:

- Feeling sad or worried
- Problems at home or school
- Relationships
- Drug and/or Alcohol use
- Sexuality
- Bullying
- Friendships
- Work or Study Problems
- Gender identity

# Your headspace j



## You contact headspace

(You or a person you trust can call us.)  
**What to expect?** A 10 min phone call. A headspace worker will ask you for some personal details and will book you in for an *intake phone call*.



## Intake phone call

**What to expect?** A 30 min phone conversation about your support needs. After this phone call you may be booked in for your first assessment appointment at headspace or we may link you with another service that better suits your needs.



## Your first appointment

(In person appointment)  
**What to expect?** A 60-90 minute assessment appointment with a friendly YAT worker to discuss your mental health and well-being including: physical and sexual health, work and study and drug and alcohol support and safety. We will develop a support plan with you.



## Coming to headspace

**What to expect?** You will be greeted by reception staff and asked to complete a short headspace survey on an iPad. A friendly Youth Access Team (YAT) worker will meet you for your appointment.





## Your support plan may include the below options, depending on the level of support you may need:



### Additional services from headspace

physical and sexual health, work and study support, alcohol and drug support (GP, IPS and AoD counsellor, Allied Health)

### Short term support from the Youth Access Team

– up to 4 sessions

### Longer term support with a headspace counsellor

– \*multiple sessions

### Connected Recovery Program

goal directed case management and mental health support for young people needing extra help

### Stepped up care

to more intensive mental health services

### Other support services including (but not limited to):

interrelate, Ability Options, Getting It Together Scheme, Doorways, Canteen, Digital support services/programs, Reconnecting Adolescence and Parents Team, Victims of Crime Counselling, OzChild, link2home, Mission Australia, Central Coast Primary Care, Baptist Care, Aboriginal Health Services or other services that you may need.



## Return to headspace

For future appointments as needed

## How'd we do?

Provide us your feedback

<http://freesuggestionbox.com/pub/hucawes>

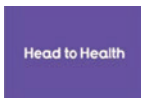
## Digital support options



ehespace

[digitalworkandstudy.org.au](http://digitalworkandstudy.org.au)

1800 810 794



Mental Health Line  
**1800 011 511**

Available to call 24/7 for non-urgent advice and referral to mental health services. In a case of an emergency call 000 or present to local emergency department



headspace

Gosford Ph: 4304 7870



headspace

Lake Haven Ph: 4394 9100

This journey map is intended as a guide. Time frames between referral, intake, assessment and counselling will vary according to the young person's needs and the busyness of the service.

All services provided by headspace are at no cost to you. Some services will require your Medicare card.

\* The number of sessions will vary depending on Medicare guidelines



You may prefer to speak to either a male or female staff member, counsellor or Doctor. Please let us know and we will do our best to support what will work best for you.

Please let us know if you have some questions or feedback – we are always keen to hear how we can make your experience positive and improve our service.



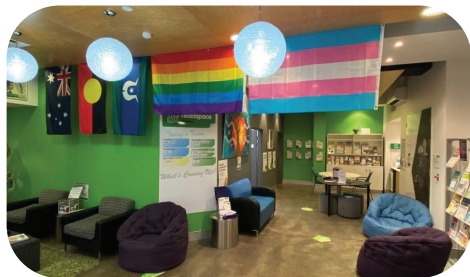


## We care about your culture

At headspace we care about who you are and where you come from.

We want to understand your social and cultural background to ensure that your experience at headspace fits best with you, your life and your family.

If interested, we can provide you with an Aboriginal Health Worker.



## English as a second language

At headspace Gosford and Lake Haven you can ask for an interpreting service for any language. For you, your family or your friends, Just let us know!



*If you need an Auslan interpreter please let us know!*



**We embrace  
diversity of  
all kinds**

# Your Rights and Responsibilities

**At headspace Gosford and headspace Lake Haven we believe it is vital to respect your rights.**

We also believe that it is necessary to tell you what you can expect from us and what we need from you. We want to work together with you to ensure that you receive all the support you require to reach your goals.

If you have any questions or need any explanations, please speak to someone here at headspace.

## **You have the RIGHT to:**

- ✓ Be treated with respect at all times
- ✓ Receive high-quality, professional and non-judgmental service
- ✓ Feel safe and supported
- ✓ Voice your thoughts, feelings and opinions and have them listened to
- ✓ Work together with your team at headspace on goals and care plans to which you agreed
- ✓ Be involved in making decisions on issues that affect your life
- ✓ Provide feedback to us here at headspace about the support, including treatment, which you receive here
- ✓ Ask for access to information that we may have collected
- ✓ Ask to see or receive support from a different team member if you're not satisfied or comfortable with the team member who is allocated to you
- ✓ Expect that none of your information will be given to anyone not involved in your treatment unless you choose to allow that information to be shared or unless the law requires us to disclose that information

## **Your responsibilities:**

- Treat people at headspace with respect and dignity and recognise that we are here to help you
- Attend your appointments with us on time or contact us if you are running late or can't attend

# Get involved!



## We want you to be a part of our team!

At headspace we value your ideas and input on our services and how we run our centres. We have a Youth Reference Group which is made up of young people with a range of experiences. The role of this group is to work alongside our staff to ensure that everything we do here is youth friendly. If you would like more information on our Youth Reference Group, or how to have your voice heard at headspace please speak to the staff at reception or your headspace worker.

Join our Youth Reference Group at:

[www.headspace.org.au/headspace-centres/headspace-gosford](http://www.headspace.org.au/headspace-centres/headspace-gosford)



# About the information you provide

## Consent

We believe that it is important to include your family and or friends wherever possible and so we will usually seek consent to include these support people in your care until you are 16yrs. However, at 14yrs old you can consent to your own treatment provided that you understand and appreciate the nature and consequences of that treatment. If you are younger than 14yrs, a parent or guardian must sign a consent form with you. If you would like more information on consent, and who your support people can be, please speak to your headspace worker.

## Personal information

**We collect and record information about you so our team can work together to help you.**

We also keep records so you don't have to keep re-telling your story. At headspace we collect and store your personal information in accordance with the NSW Health policies. If you want to access your records, you can do so by calling our office and discussing with our manager, who will inform you of the process.

## Confidentiality

**In most situations we will only share your information with people you want us to.**

If we are concerned that you or someone else is at risk we would need to share this information with an emergency contact person and other agencies. This is about keeping you and others safe. As we are part of the Central Coast Local Health District, we can also access your health records if needed to assist in your care.



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*All headspace staff are mandatory reporters  
and will ensure your safety is our priority*

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# OUR FAVOURITE TIPS FOR A HEALTHY HEADSPACE



## GET ENOUGH SLEEP

Good sleep is like a mental health superpower!  
If you're aged between 12-17 then 8 to 10 hours is ideal, while 18-25 year olds should try to get 7 to 9 hours.



## MOVE

Staying active can help you sleep better, improve concentration, have more energy, and release stress and anxiety. Choose an activity you enjoy and get moving!



## EAT WELL

Fill up on good foods like veggies, fruit and whole grains, and drink plenty of water! Give your body the power it needs to be at its best.



## CONNECT WITH FRIENDS

Plan that long awaited catch-up with friends. Remind someone how much you appreciate them. Cuddle with your pets! These social connections can really strengthen your mental health and wellbeing.

# Help Line Numbers



If you are feeling like you need more immediate support please let us know, or contact the Mental Health Telephone Access Line 1800 011 511

If you feel like you are in need of urgent support or are feeling suicidal, please let us know and we will support you to attend your local Emergency Department, or present to your ED with your support person.

Some of the following services may also be helpful for you or your family and friends during this journey:

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## **eheadspace**

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

**1800 650 890**

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## **Kids Helpline**

**1800 55 1800**

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## **Lifeline**

**13 11 14 (can call with no credit)**

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## **Suicide call back:**

**1300 659 467**

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## **Family Referral Service**

**1300 006 480**

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## **RAPT**

(reconnecting adolescents and parents team, uniting care)

**1800 067 967**

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## **Interrelate**

(family counselling)

**(02) 4363 8000**

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## **Relationships Australia**

(family counselling)

**4389 8760**

**1300 364 277**

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## **Family Mental Health Service**

**1300 654 269**

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## **Baptist Care**

(family and domestic violence counselling)

**1300 275 227**

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## **Parent information line**

(24 hour telephone information and referral service)

**1300 1300 52**



# Websites you may find helpful:



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## [headspace.org.au](http://headspace.org.au)

(information for young people, carers and access to online/telephone counselling through eheadspace)

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## Head to Health

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## [headtohealth.gov.au](http://headtohealth.gov.au)

(Portal for online mental health resources)

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## [youthbeyondblue.com](http://youthbeyondblue.com)

(Interactive and informative mental health resource designed for young people)

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## [emergingminds.com.au](http://emergingminds.com.au)

(Emerging Minds develops mental health policy, services, interventions, training, programs and resources in response to the needs of healthcare professionals, children and their families.)

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## [reachout.com](http://reachout.com)

(Videos, mobile applications and fact sheets for young people going through tough times)

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## [mindspot.com](http://mindspot.com)

(Free online and telephone service for Australian adults 18 year and above troubled by symptoms of anxiety or depression, PTSD, OCD and chronic pain).

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## [copmi.net.au](http://copmi.net.au)

COPMI (children of parents with Mental Illness)

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## [ccarafmi.org.au](http://ccarafmi.org.au)

ARAFMI (association of relatives and friends of the mentally ill)

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## [yerin.org.au](http://yerin.org.au)

(Yerin is a community controlled Aboriginal Medical Services and provides health care services in a culturally safe environment)

# Feedback and Complaints



If you would like to give us some feedback on our service please complete a feedback survey in the reception area and leave it in the suggestion box. Alternatively you can talk to your headspace worker or visit <http://freesuggestionbox.com/pub/hucwaes>

You can give us feedback on what we are doing well or what we need to improve by speaking with Senior Staff or the headspace Manager, or contact NSW Health by emailing the manager at:

***CCLHD-Feedback@health.nsw.gov.au***,  
or call **4320 3920** from Monday to Friday, 8am to 4.30pm.



Level 2, Gateway Building  
237 Mann St  
Gosford NSW 2250  
Ph: 4304 7870  
Fax: 4304 7899

Opening hours:  
Monday – Friday  
8.30am – 5.00pm



Gravity Youth Centre  
70 Chelmsford Rd  
Lake Haven NSW 2263  
Ph: 4394 9100  
Fax: 4394 9111

Opening hours:  
Monday – Friday  
8.30am – 5.00pm\*

\*After hours available one day  
per week on request

 [Headspace\\_Gosford\\_and\\_Lake\\_Haven](https://www.instagram.com/Headspace_Gosford_and_Lake_Haven)

 [facebook.com/headspaceGosfordLakeHaven](https://www.facebook.com/headspaceGosfordLakeHaven)