

welcome to headspace Newcastle

young people's guide



This book has been created to introduce you to our service and direct you to where you can find further information and support.



headspace
Newcastle

what is headspace?

headspace is the National Youth mental Health Foundation. We deliver services and support to young people aged 12–25 and their family and friends in four key areas:



Mental Health



Work, School & Study,



Physical & Sexual Health,



Alcohol & Other Drugs

headspace Newcastle is a great place to get help if you:

- Want to talk to someone about difficulties in your life
- Feel sad, depressed, anxious or worried
- Would like help with any kind of health issue (e.g. physical, mental, sexual)
- Want to talk about relationships, sexuality, sexual health, or gender identity
- Are concerned about your use of alcohol and/or drugs
- Are worried about a friend or family member
- Are interested in advice or support about work or study
- Are wanting to connect with a job agency





**getting help early takes a lot of courage, but
it makes a big difference to how quickly you
can get back on track with your life**



what might happen if i visit headspace Newcastle?

At the first visit

The first time you visit headspace Newcastle you will:

- 1**
see your GP/service provider (like a school counsellor) for a referral

- 2**
speak to an intake worker to ensure the fit is right. You'll be given the opportunity to tell us why you're seeking support

- 3**
Complete a brief survey on an iPad

- 4**
See a headspace worker




Information, consent, confidentiality

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 information about all of the young people who access our services, 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.

Consent

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

If you are under 18

A parent or legal guardian is the appropriate person to give consent to access our service. In some cases, you can consent to treatment without parental permission.

If you are over 18

We will work with you to involve their family and friends in ways that you are comfortable with, and that are likely to be beneficial to your wellbeing. If you would like a copy of our Consent Policy, please speak to a headspace worker.

Confidentiality

When you talk to a headspace worker, nothing you say can be passed on to anyone else without their permission unless you are:

1. is at risk of harming yourself or someone else
2. is at risk of being harmed by others
3. has committed a serious crime. In these cases we will provide only necessary information to appropriate services or support people. If you have any questions about confidentiality, please speak to a headspace worker.

After the first visit

If you choose to continue at headspace, together we might work on goals you have identified that are important to you such as

- mental health support, such as cognitive behavioural therapy (CBT), problem solving, supportive counselling and group therapy
- access to a doctor for physical or mental health difficulties
- study or vocational assistance with a work and study specialist
- AoD assistance from an AoD worker
- 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, we can arrange this.

* If you feel comfortable, family members are welcome to attend.
* If you'd like to know more about the sorts of things we might ask, visit headspace.org.au/health-professionals/headspace-psychosocial-assessment-interview



your rights and responsibilities

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

your rights

You have the right to:

- Be treated with respect at all times
- Receive a high quality, professional and nonjudgmental service
- Feel safe and supported
- Have your age, social, economic and cultural background, sexual orientation and gender identity taken into consideration in your care
- Voice your thoughts, feelings and opinions and have them listened to
- Be involved in making decisions on issues that affect your life
- Work together with your workers at headspace on agreed goals and care plans
- Not answer any questions that you do not feel comfortable with
- Ask to see information that is collected about you
- Advise us if you feel like you aren't connecting with your headspace worker
- Have your confidentiality respected and not have your information shared without your consent or as otherwise outlined in our Client Agreement & Confidentiality Statement
- Provide feedback to us when we are doing well or when we could be doing better

your responsibilities

We ask that you:

- Treat headspace team members with respect and dignity
- Respect the safety, rights and privacy of other people attending the centre
- Make every effort to contact the centre if you are unable to attend your appointments
- Share your ideas about improving our service

permission for treatment

We are a voluntary service. Our health workers can only provide treatment to you if you say it's OK (if you give consent). This is something we will ask you when you attend.

If you are under 16: A parent or legal guardian is also generally required to give consent for you to access our service, but in some cases you can consent to treatment without parental permission. If you would like more information, please speak to a headspace worker.

shared decision-making

At headspace, we encourage you to be involved in all decisions about your treatment. Our health workers will discuss all treatment options with you and allow for your preferences (along with evidence) to guide decision-making about your care.

getting the help that's right for you

When you talk with a headspace worker, it's important that you feel safe and comfortable – we will do our best to make sure this happens.

If you do not think your headspace visits are working out it is important to ask yourself why. 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. Either way, don't give up. Talk to your headspace worker about how you are feeling and together you can find a way forward.

involvement of family and friends

headspace believes that family and friends play an important role in a your journey to better wellbeing.

We understand that there are many different types of family and friends that are important in a young person's life.

Research shows that involving family and friends in a young person's care can lead to better health outcomes for young people. When possible, we advocate for and provide meaningful opportunities for your family and friends to directly participate in our services, in ways that you are comfortable with, and that are likely to be beneficial to your wellbeing.

All family and friends involvement at headspace is respectful of the privacy and confidentiality of young people and the young person's right to self-determine who is involved in their care at headspace.

how might family and friends be involved?

- They may be invited to be a part of your sessions (only if you say it's OK)
- You and your family/friends may decide to work on an issue together in a Single Session Family Consultation (SSFC). SSFC is a 90 minute professionally-facilitated session for you and your family members or friends to discuss and work an issue affecting them
- We may have specific support services available for family and friends of young people
- We may provide information and education about issues affecting young people and how to support them
- Training opportunities, such as Youth Mental Health First Aid



what do i do while i wait for my appointment?

eheadspace

free online support, wherever and whenever you need it

eheadspace is a great option. eheadspace is a confidential, free and secure space where you or your family can chat, email or speak on the phone with a qualified youth mental health professional.

Ph: 1800 650 890

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





get appy with these online resources

WayAhead directory

www.directory.wayahead.org.au/

The WayAhead Directory is a comprehensive online database used to find local services, to make referrals and access mental health information and resources.

Tools and strategies

ReachOut reachout.com

An online youth mental health service filled with info, support and stories on everything from finding motivation to getting through really tough times. **MoodGYM**

moodgym.anu.edu.au

Learn cognitive behaviour therapy skills (CBT) for preventing and coping with depression. [e-couch ecouch.anu.edu.au](http://e-couch.ecouch.anu.edu.au) A self help interactive program with modules for depression, generalised anxiety and worry, social anxiety, relationship breakdown, and loss and grief.

Mental Health Online mentalhealthonline.org.au

An internet based treatment clinic for people with mental health problems.

Relax and unwind

Smiling Mind smilingmind.com.au

Smiling Mind is a free, modern meditation program with exercises that can help you reduce stress and relax. Available: iPhone App Store, Google Play or the website

ReachOut Breathe

Breathe helps you to control your breath and measures your heart rate in real-time using the camera in your phone. Available: iPhone App Store

ReachOut WorryTime

WorryTime gives you a place to store your worries, and alerts you when it's time to think about them. When a worry no longer matters to you, you can ditch it and move on. Available: iPhone App Store and Google Play



headspace - 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-solve, just by doing one of these exercises.

headspace - 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 every 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.

headspace - 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.

headspace - get support with your Work and Study

You can get support with your work and study goals by speaking with our vocational 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

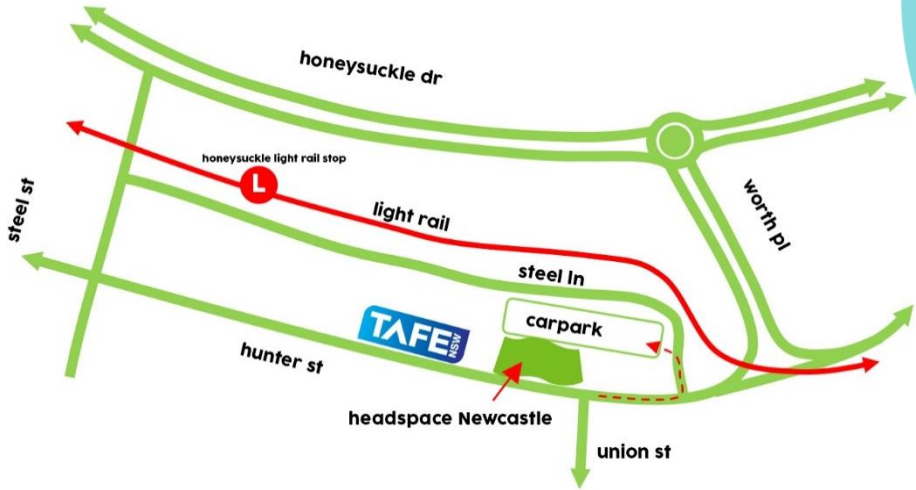
to register or call 1800 810 794.



how to find us

We are located at 582 Hunter St Newcastle West 2302

There is parking around the back of the building (entry via Steel lane) limited street parking on Hunter St or free parking at Markettown with a short walk.



We may be able to offer outreach to locations at Raymond Terrace, Morisset and Toronto.

Follow us on Facebook and Instagram



Taking steps to maintain your mental health and wellbeing helps you live your life in a positive and meaningful way, and also supports you to bounceback when times get tough.

Seven tips for a healthy headspace



get into life



learn skills for tough times



stay connected



eat well



stay active



get enough sleep



cut back on alcohol and other drugs

what if things are getting worse for me or i'm in a crisis?

If you feel you are in an emergency situation or need immediate assistance, contact :

- mental health line (24hr) 1800 011 511,
- emergency services on 000,
- or go to your local Emergency department.

If you are in crisis and need to speak to someone urgently, call:
Kids Helpline 1800 55 1800 or Lifeline 13 11 14.

youth participation

We believe that having young people involved in our organisation is the key to delivering the best services for young people. We aim to give young people meaningful opportunities to give advice and feedback on how headspace can improve and better engage with young people in the 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 headspace.org.au/taringa or speak to a headspace worker.

cancellation policy

If you can't make your appointment, it is important that you let us know as soon as possible (at least 24 hours before your appointment) so we can offer the appointment to someone else who needs support. To cancel and reschedule an appointment, you can:

- Call us on (02) 49294201 (preferred)
- Email us at headspaceneewcastle@hunterprimarycare.com.au
- Respond to the text message reminder that we send you

If we notice that you are having difficulty attending appointments, we will give you a call to discuss any barriers you may be facing.

privacy policy

headspace is 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. You can download a copy of the headspace Privacy Policy at headspace.org.au/privacy-policy/

