

Welcome to headspace!

It can be scary and a bit confusing when you first get started, but...we hope this pack will help you feel comfortable and answers any questions you may have.

This Welcome pack contains the following:

- Info about confidentiality and all our services
- Your rights and responsibilities
- Tips for a healthy headspace
- Other services within headspace
- Attendance Policy
- Crisis numbers sheet
- Parents support sheet
- Non-crisis support brochure

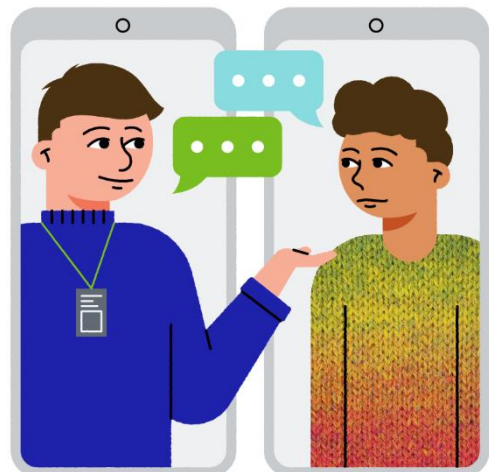
Some things we want you to know:

- ◆ **headspace Armadale** is a confidential service, so what happens here stays here unless we have concerns about your safety or the safety of others. If you have any questions about headspace, please talk to your headspace worker.
- ◆ All of our services are **free**. This means you won't have to pay for any of the services you receive here. Some services may require a Medicare card, but we'll let you know if that's the case.
- ◆ **headspace Armadale** is a safe space for all young people regardless of beliefs, background, culture, sexuality, gender, abilities, or religion. This is YOUR space.

We have loads of info designed specifically for young people on our website ([headspace.org.au](https://www.headspace.org.au)) that's helpful if you're going through a tough time or just want to know more.

Remember, headspace is your space and it's okay to be open and to share honestly with your headspace worker. We want to acknowledge that it's not always easy to reach out for support, but we are so glad you did.

From, the **headspace Armadale team**



Clients Rights and Responsibilities

As a client of headspace Armadale, you have the right to:

- Be treated with respect and dignity at all times, in relation to all differences, beliefs and practices
- Confidentiality of all your medical records
- Have your personal privacy respected
- The right to respectful and safe service within the opening hours of the centre
- Ask questions and be fully informed about any treatment you are offered
- Participate fully in decisions at all stages of engagement with service
- Decide who is present during your appointments, for example your parent or carer
- Make a complaint or provide feedback and comments about headspace Armadale, and have the concern dealt with fairly and promptly and without effecting the right to receive further treatment with headspace Armadale

As a client of headspace Armadale, you have the responsibility to:

- Be respectful and polite to our staff, other clients and the facilities
- Keep your appointments or advise our staff within 24 hours or more notice if you need to cancel your appointment. When you receive your confirmation text or earlier is ideal
- Provide accurate information about yourself in order to receive the best care
- You will need to complete a short survey when you arrive for each appointment or via email when the survey is sent to you before your appointment. This is called a hAPI
- Be engaged and participate in your appointments to maximise the benefits of the service
- Maintain confidentiality about other clients in group workshops or who attend headspace Armadale

DNA Policy

Your attendance at headspace Armadale

What happens if you don't make it to an appointment?

We get it, life happens. If you do not give us notice more than 24 hours beforehand—this is what you can expect:

1. You will receive a phone call or SMS to rebook your appointment. If you do not answer, we will try to call you later that week.
2. If you still do not answer, we will send you a letter (the letter will have a specified date for you to contact us by), and if we do not receive contact by that date, we will close your file.

Unfortunately, when you miss sessions, it can set back your progress and that of others, as they may have to wait longer too.

For this reason, if you miss 2 sessions without notice, we will close your file.

If this happens to you, please remember you can always re-refer.

Tip 1. get into life



Doing 'stuff' matters, because it:

- gives me confidence
- gives me energy
- gives me motivation.

How can I do more 'stuff'?

I can:

- make a list of things I enjoy doing or things I want to do
- set goals that feel easy (I will go for a short walk with my friend)
- make a plan (I will go for a short walk with my friend on Saturday)
- stick with my plan (I will go for a short walk with my friend on Saturday even if it rains)
- think about how it made me feel (walking with my friend makes me feel calm)
- be kind to myself and give myself time to get better at new things.

I KNOW THAT DOING THINGS I ENJOY –
SUCH AS READING, LISTENING TO MUSIC,
GOING OUT IN NATURE - HELPS LIFT MY
MOOD. IT GIVES ME A CHANCE TO GET
OUT OF MY OWN HEAD FOR A WHILE.”

alessandra

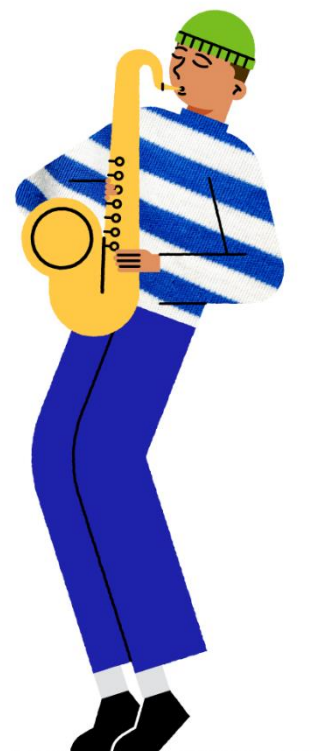
Tip 1. get into life

Some things I enjoy doing are:

This week I want to:

MON	TUE	WED	THU	FRI	SAT	SUN

When I do things I enjoy, I feel:



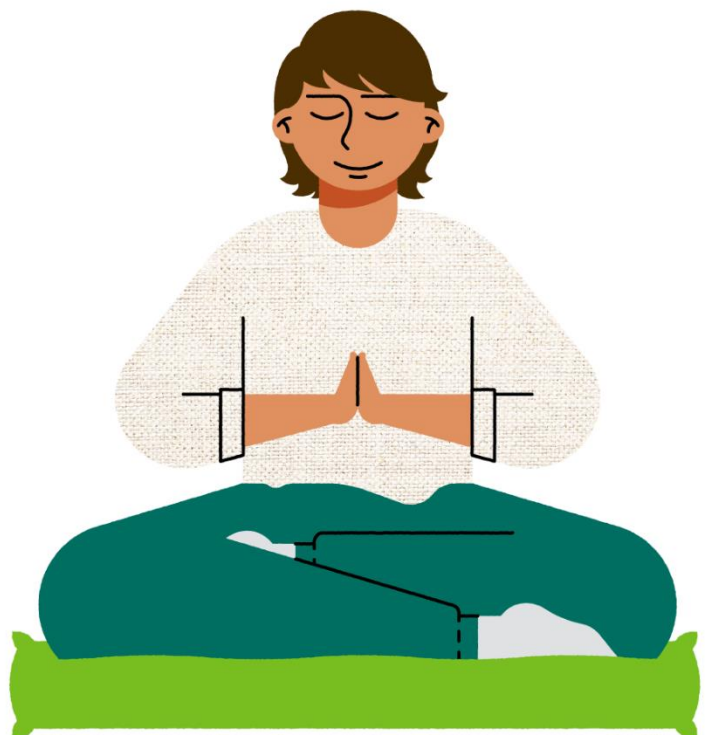
Tip 2. learn skills for tough times

Learning skills for tough times is important because it:

- helps me understand myself
- gives me a feeling of achievement
- builds my confidence
- lifts my energy
- improves my motivation

Some skills that can help me in tough times are:

- deep breathing
- taking a break from social media
- going outside for a walk
- thinking kind thoughts about myself
- exercising
- being mindful or meditating
- spending time with family or friends
- drawing or painting my feelings
- writing in a diary or a journal
- writing down what is happening



Tip 2. learn skills for tough times

When I do things I enjoy, I feel:

What do I normally do in tough times?

Does it help me feel better?

Do I want to do something different in tough times?

What new skills do I want to learn for tough times?

Who can help me learn new skills?



Tip 3. create connections

Spending time with people who care about me:

- gives me energy
- makes me feel like I belong
- helps me relax
- makes me feel supported

How can I improve the ways I connect with people? I can:

- stay friends with people who make me feel happy and let me be myself
- be friends with lots of different people, like school friends, work friends, neighbours, older people and people who like what I like
- be honest and share my thoughts and feelings with my friends
- be kind to myself in social situations, I know it can be hard to talk to people sometimes
- remember to look after myself, it teaches me how to care for others too
- be brave and speak to someone new



Tip 3. create connections

What things do I like? What do I like to do when I need to take a break from everything? What makes me feel good?

Write down three for each:

TOPICS I LIKE	WHEN A BREAK IS NEEDED I?	THINGS I LIKE DOING

What activities happen in my neighbourhood that I might want to go to?

In social situations (please highlight all that apply):

I am:

Confident / Shy

Loud / Quiet

I like:

Big Groups / Small Groups

Just Talking / Doing an



Tip 4. eat well

What I eat can change the way I feel. Eating well can help me to feel better. Eating well:

- gives me more energy
- helps me sleep better
- helps me concentrate
- helps me feel good

To feel good, I can eat:

- colourful fruits and vegetables
- wholegrain cereals and breads
- beans, lentils and nuts
- unsweetened yoghurt
- olive or canola oil
- fish (tinned is fine)



**I don't have to be perfect; I
can choose to eat well
most of the time.**

Tip 4. eat well

I normally eat these foods for...

breakfast:

lunch:

dinner:

snacks:

**I could swap some things I eat for healthier options
(like white bread for wholemeal or grainy bread).**

Write down some easy swaps:

**In tough times it can be harder to eat well. What things
can help me to eat well in tough times? For example,
eating with friends, meal prep etc.**

Tip 5. stay active

Staying active:

- helps me sleep better
- gives me more energy
- gives me confidence
- helps me feel less stressed and worried

How can I stay active? I can:

- choose activities I like to do
- ask a friend to join me
- join a club or sports team
- try something new
- ask someone I trust to help me be more active
- stick to my plan
- be active even when I don't feel like it



Tip 5. stay active

Staying active is easier when I'm having fun.

What do I like?

What do I want to try?

I can stay active if I plan ahead and have a routine.

WHAT ACTIVITY WILL I DO	HOW MANY DAYS OF THE WEEK WILL I DO IT	WHAT TIME OF DAY	HOW WILL I REMEMBER

Keeping track of what I do and how I feel helps me to stay active. This week...

WHAT DID I DO?	HOW DID IT MAKE ME FEEL?



By setting goals that feel easy, I am more likely to stick to them.

Tip 6. get enough sleep

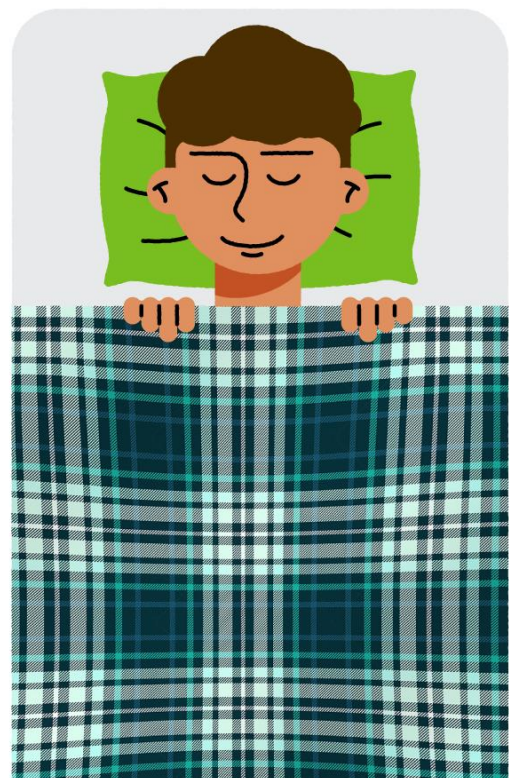
Sleeping well is good for my wellbeing because it:

- gives me more energy
- helps me to remember and concentrate better
- makes me less likely to crave extra snacks
- helps me cope with tough times

How can I stay active? I can:

- watch a movie or TV show before bed instead of being on social media, YouTube or gaming
- decide to go screen free an hour before bed
- turn down the brightness on my phone or computer at night
- use a mindfulness app like Smiling Mind everyday
- try to get up at the same time everyday
- avoid caffeine at least 6 hours before bed
- try not to nap in the daytime

Sleeping well protects my mental health by helping me to cope with tough times and feel less stressed.



Tip 6. get enough sleep

How much sleep do I need?

I feel my best when I have had this
many hours of sleep: (Circle one)

Less 6 7 8 9 10 11 12 More

How much sleep do I get?

I usually get this amount of sleep each night: (Circle one)

Less 6 7 8 9 10 11 12 More

What time do I normally go to sleep? Is it the same every night?

What time do I wake up? Is it the same everyday?

How do I get better sleep?

- getting up at the same time everyday
- using a mindfulness app before bed
- going screen free in the hour before bed
- something else:

SEXUAL HEALTH CLINIC

THURSDAYS 2.00 PM-4.30 PM

- STI screening
- STI management and treatment
- Pregnancy testing & counselling
- Emergency contraception
- Contraception discussion/ initiation
- Preparation
- Vaccination
- Questions & concerns

BOOKINGS ESSENTIAL!



**Scan the QR to
book an appointment**



Email: reception@headspacearmadale.com.au
40 Fourth Rd, Armadale 6112



Take control of your future!

takes you to the website!



headspace work and study
VISIT: digitalworkandstudy.org.au
CALL: 1800 810 794

The digital work and study service can assist you with creating a winning resume, career planning, job searching, interview preparation, contact and collaboration with employers and social firms.

We can work with your employment consultant and assist you with navigating the Centrelink labyrinth.

We can support you in exploring suitable education options, assist you with getting into study, as well as sourcing financial support for your education.

The underlying work that we do is motivating and supporting you in an individually tailored way.



My healthcare rights

This is the second edition of the **Australian Charter of Healthcare Rights**.

These rights apply to all people in all places where health care is provided in Australia.

The Charter describes what you, or someone you care for, can expect when receiving health care.



PUBLISHED JULY 2019

I have a right to:

Access

- Healthcare services and treatment that meets my needs

Safety

- Receive safe and high quality health care that meets national standards
- Be cared for in an environment that is safe and makes me feel safe

Respect

- Be treated as an individual, and with dignity and respect
- Have my culture, identity, beliefs and choices recognised and respected

Partnership

- Ask questions and be involved in open and honest communication
- Make decisions with my healthcare provider, to the extent that I choose and am able to
- Include the people that I want in planning and decision-making

Information

- Clear information about my condition, the possible benefits and risks of different tests and treatments, so I can give my informed consent
- Receive information about services, waiting times and costs
- Be given assistance, when I need it, to help me to understand and use health information
- Access my health information
- Be told if something has gone wrong during my health care, how it happened, how it may affect me and what is being done to make care safe

Privacy

- Have my personal privacy respected
- Have information about me and my health kept secure and confidential

Give feedback

- Provide feedback or make a complaint without it affecting the way that I am treated
- Have my concerns addressed in a transparent and timely way
- Share my experience and participate to improve the quality of care and health services