

welcome to

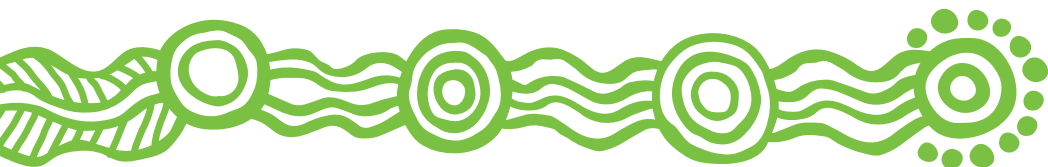
# headspace Armstrong Creek



# everyone is welcome at headspace Armstrong Creek



headspace Armstrong Creek 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 Armstrong Creek region by providing support for mental health, physical health, cutting back on alcohol and other drugs, and getting into work and study.



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

## what is headspace?

headspace is the National Youth Mental Health Foundation.

Many things contribute to a young person's mental health and wellbeing. That's why, at headspace, we provide information, support and services across the four key areas below:

### 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 support you with:

- any physical health concerns
- 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 affect your emotional, physical and mental health. It can impact on your work, your study and the relationships in your life.

If you're like support with cutting back, or better understanding your use we can help 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 Armstrong Creek), eheadspace, headspace Work & Study and more.

### **Who can you see at headspace Armstrong Creek?**

At headspace Armstrong Creek, 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 Armstrong Creek?

After we receive your referral, one of our intake clinicians will usually contact you by phone to talk about what's been going on for you and what kind of support you're looking for.

## at the first appointment

The first time you visit headspace Armstrong Creek you will:

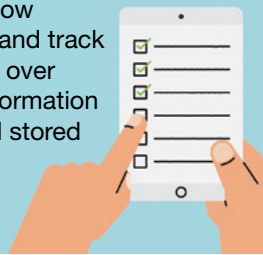
### 1 fill in a registration form

This is so we can collect some basic 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 helps us understand how you're doing and track your progress over time. Your information is private and stored safely.



### 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 your support with headspace Armstrong Creek after your first appointment, we'll plan together what happens next. 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 clinician.
-  **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 vocational worker might be shorter.

### How much will an appointment cost?

If you see one of our mental health clinicians with a Mental Health Care Plan, the cost is covered through Medicare this is called bulk billing. You don't need a Mental Health Care Plan before contacting headspace or coming in for your first appointment we can help you arrange this with a GP if it's needed.

Some supports, like our vocational workers, alcohol and other drug counsellors, brief intervention sessions, and group programs, are free and you don't need a Mental Health Care Plan. If there's ever a cost for any service, we'll always talk with you about it first.

### **Wait Times and Cancellations**

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

We understand that life gets busy or unexpected things can come up. If you can't make it to your appointment, please 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 Armstrong Creek.  
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 Armstrong Creek, you'll be asked some personal questions so we can understand your situation, concerns, and how to best support you. This may include personal and medical information. Your privacy is always respected, and we keep your information safe and secure at all times.

- Information is collected via forms, online surveys and by speaking with our staff.
- The information collected about you may be shared with headspace team members, services that work within headspace, 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 personal information will only be used to work out how to best help you.

Your privacy is valued by headspace. Sometimes, there are legal reasons we may have to share limited information.

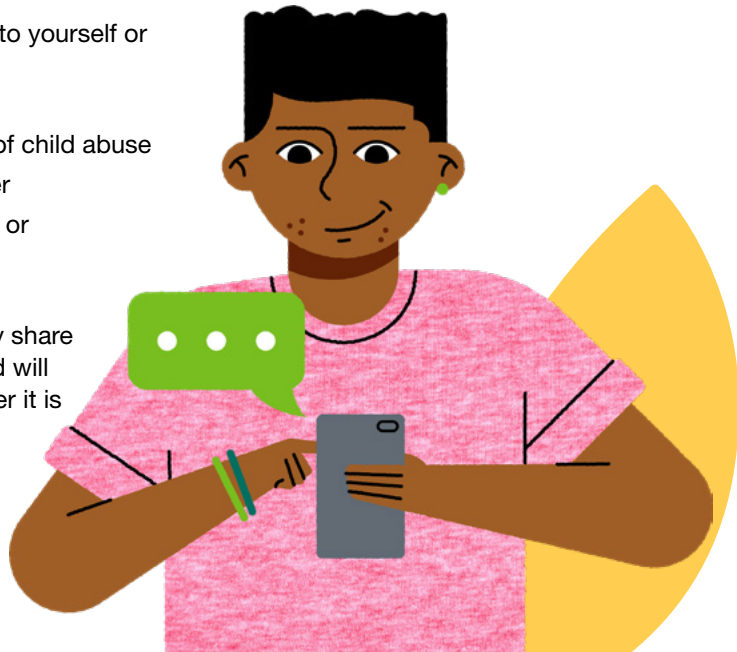
These are:

- 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 possession of firearms
- Reportable disease

If this happens, we will only share the information needed and will explain this to you whenever it is safe to do so.

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).

Some of your information may also be used for research, training or quality monitoring purposes. When using this information, the data is made unidentifiable (no names or personal contact details are connected to the data). This way no one can identify whose information it is.



## your rights and responsibilities

It's important that you know what to expect from headspace Armstrong Creek 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:

- Be treated with respect, dignity and compassion.
- Receive care from skilled and qualified staff, and to know their name and role in your care.
- Be informed about available services, how they work, and any limits of confidentiality.
- Have a say in who supports you, including or letting us know who you don't want involved.
- Be involved in decisions about your care and discharge planning.
- Access services that help you live, work, study and take part in your community.
- Ask for help from an interpreter if you need one.
- Be told clearly about the limits of confidentiality, such as when there is a serious risk of harm or when we are required by law to share information.
- Expect your personal information to remain private and confidential. Only staff directly involved in your care can access it. If we need to share information with another service, we'll explain what and why, and ask for your consent before doing so.
- Access safe, timely, culturally responsive care and gender affirming.
- Share feedback or make a complaint.

### your responsibilities:

- Treat staff, other young people, and visitors with respect.
- Respect staff's role to provide support in a safe, nonthreatening environment.
- Respect the property of others and headspace facilities.
- Be honest and share information that helps us support you safely.
- Let staff know if anything changes that might affect your care or support needs.
- Ask if you don't understand something about your care.
- Take part in planning your care as much as you feel comfortable.
- Attend appointments or let us know if you can't make it.
- Avoid attending under the influence of alcohol or drugs.
- Ensure online sessions are private, try to reduce distractions during your appointment.
- Respect other's privacy and confidentiality.
- Share feedback respectfully, to help us keep improving our services.

## permission for treatment

headspace Armstrong Creek is a voluntary service. This means we can only support you if you agree or give consent. We'll talk with you about this at your first appointment and check in with you along the way to make sure you're comfortable with your care and how we're supporting you. In most cases, 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

If you don't think your headspace sessions are helpful, there could be a few reasons. Sometimes it takes time to find what works best or the right person to talk to.

We encourage you to be involved in all decisions about your care. Our staff will discuss all available options with you and will listen to your preferences, to find the best way forward together and make sure you feel supported.

You have the right to be supported by someone you connect with. If you would like to change who supports you, if you feel comfortable, you can talk with your worker about how you're feeling so we can make a plan that best supports you. If you don't feel comfortable talking to your worker, you can let another staff member know (like a manager, or the Intake Clinician you spoke to) so we can help find the best way to support you.

## involving family and friends

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

Research has shown that when family and friends are involved in care, it can help young people feel more supported. Our team can help you find ways for family and friends to be part of your support, if that's something you'd like. This could include sharing information, helping with your goals, or joining appointments with your consent. We'll always talk with you first to make sure you're comfortable with their involvement and that it feels right for you.

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

## feedback

We welcome your feedback at headspace Armstrong Creek. Your feedback can help us understand what's working well, and where we can improve. If you would like to share feedback about your experience with us, you can get in touch over the phone or via email.

If you wish, you can also speak to someone, or organise a time to speak with someone in-person. If you would prefer to give 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

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

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](https://embracementalhealth.org.au)



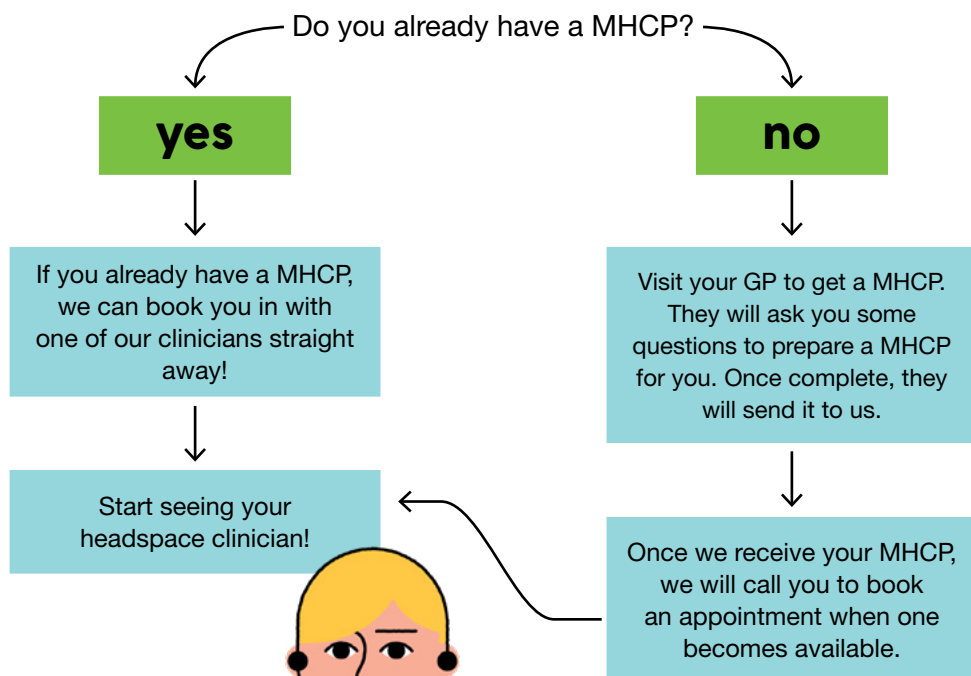
# what is a mental health care plan?

Most counselling sessions with our clinicians are covered by Medicare through a Mental Health Care Plan (MHCP). This is a plan that you and your GP make together. It outlines what kind of support might help and gives you access to up to 10 free or lowcost sessions each year.

If you don't already have a MHCP, we can help you organise one. When booking an appointment with your GP to get your MHCP, please ask for a longer appointment time.

They'll talk with you about how you've been feeling, what's been happening for you, and what goals or support options might help. They might also ask a few questions about your mental health experiences to make sure the plan is right fit for you. Once your plan is complete, your GP can send a copy of your MHCP to us, or you can drop it off to headspace Armstrong Creek.

## 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 extra challenges getting help for their mental health.

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, personal training groups, therapeutic groups, or groups for specific communities 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 3pm – 10pm 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

## online communities

Looking for a safe and supportive space to connect with others who truly understand what you're going through? Join a group chat to share your experiences and learn from others with similar journeys.

- Find links and resources that others have found useful. You can also show support for other young people and if you feel comfortable, share your story.
- Submit resources to the community that you have found useful - all content is moderated for safety. You never know, you may help someone else.
- Nightly (Mon-Thu), explore a variety of different chats – across a range of different topics. They're peer-led and a great, safe way to connect as well as share what's on your mind.

You can check out online communities on our website at [my.headspace.org.au/online-communities](https://my.headspace.org.au/online-communities).

## self-guided activities

Learn at your own pace with free and confidential activities to help with managing your mental health and wellbeing.

- Support for binge eating - Brief BEeT
- Build your mental health toolkit
- Parenting learning modules - Partners in Parenting
- Try a self-reflection activity

You can check out some of our self-guided activities at [headspace.org.au/onlineand-phone-support/self-guided-activities/](https://headspace.org.au/onlineand-phone-support/self-guided-activities/).



## headspace work and study

Our Work and Study specialists can help you explore your goals and take steps on a path towards meaningful work, study or training. headspace Work and Study can support you with resume writing, career and education planning, job searching and interview preparation. headspace Work and Study is available in centre at headspace Armstrong Creek or online.

### centre support

headspace Armstrong Creek offers in-person, tailored 1-on-1 support with a Work and Study Specialist, who will work with you and your mental health clinician to help you reach your goals. Available for 12–25-year-olds. Speak with your mental health worker about our work and study program to see if it's right for you.

### online support

Tailored 1-on-1 online support with a Work and Study Specialist to help figure out your goals and how to reach them, no matter where you are in your work and study journey. Connect via video calls, webchat or phone. Available for 15–25-year-olds.



### career mentoring service

headspace's Career Mentoring Service connects young people aged 17-24 with an industry mentor in their field of interest. Mentors can help you build confidence, find work that you enjoy, and keep building on it in it.



To register your interest for Career Mentoring, visit: [headspace.org.au/mentoring](https://headspace.org.au/mentoring)

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



## 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 and show empathy
- 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
- listen and show that their feelings matter
- encourage and support friendships
- give positive feedback
- let them know that you care about them – they may not always admit it but this is likely to mean a lot to them.
- encourage our tips for a healthy headspace (on the next page)

### our tips for a healthy headspace are for everyone

Supporting someone you care about is tough, so it's important to remember to be kind to yourself too. Maintaining your own health and wellbeing means you can keep supporting the person you care about.

# 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.



## stay active

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

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



## 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!



## cut back on alcohol and other drugs

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:

- racing heart
- faster breathing
- feeling tense
- butterflies or feeling sick in the stomach
- worrying about things a lot of the time
- being unable to control their worries
- being unable to relax
- feeling annoyed, irritated or restless
- difficulty getting to sleep at night or waking up a lot during the night
- having trouble concentrating and paying attention

## what is depression?

Depression is one of the most common mental health challenges for young people in Australia. it's more than just feeling sad for a few days. Depression is when feelings of sadness or irritability last longer than two weeks, affect most parts of a person's daily life, and make it harder to do things they enjoy.

There is no simple reason why depression happens. For some people, it is a mix of events or challenges that can end up impacting how they think, feel and act. Depression can be different for everyone, but there are some common signs including:

- feeling sad, flat, numb or empty
- tiredness, low energy and motivation
- seeming worried or tense
- difficulty concentrating or making decisions
- expressions of worthlessness and guilt
- losing interest in previously enjoyed activities
- feeling less motivated to care for themselves to their appearance changes in of appetite
- trouble sleeping or over-sleeping and staying in bed most of the day
- feeling irritable, restless 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 Armstrong Creek 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:**



[cec.armstrongcreek@stride.com.au](mailto:cec.armstrongcreek@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 Armstrong Creek.

For easier access to the below links, scan the QR code to the right, or head to: <https://headspace.org.au/explore-topics/for-young-people/waiting-for-counselling/>



### ehheadspace

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

1800 650 890

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

### 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)

### medicare mental health

A free service connecting you with the right support for you

1800 595 212

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

### hello sunday morning

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

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

### mensline

Support for men and boys who are dealing with family and relationship difficulties

1300 789 978

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

### 1800RESPECT

24-hour national sexual assault, family and domestic violence counselling line

1800 737 732

[1800respect.org.au](https://1800respect.org.au)

### clear your vision

Online program to support young people to reduce their cannabis use

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

### 13YARN

A national 24/7 phone service for Aboriginal & Torres Strait Islander people in crisis

13 92 76

[13yarn.org.au](https://13yarn.org.au)

## 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://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://youthbeyondblue.com)

1300 224 636

Information, online chat, email and 24/7 support

#### QLife

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

1800 184 527

Online chat and phone counselling for LGBTIQ+ young people

#### National Disability Insurance Agency (NDIA)

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

1800 800 110

Supporting people with a disability in Australia

#### ReachOut

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

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://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://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://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://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://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://bereavement.org.au)

(03) 4215 3358

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

#### Meli

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

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

#### GASP

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

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

#### The Sexual Assault & Family Violence Centre

[safvcentre.org.au](https://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

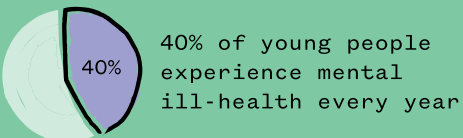
## MOST gives you

-  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).



## 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](mailto:hellomost@orygen.org.au)  
[orygen.org.au/hellomost](http://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.



# get in touch



(03) 5212 9048



(03) 9970 0779



[headspace.armstrongcreek@stride.com.au](mailto:headspace.armstrongcreek@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



46-70 Central Boulevard, Armstrong Creek, VIC 3217

Co-located with Armstrong Creek East Community Hub

**Driving:** Free onsite car park

**Public transport:** We are located very close to the Village Warrally Shopping Centre bus interchange on central Boulevard and bus stops on Barwon Heads road. Find your best route at [ptv.vic.gov.au/journey](http://ptv.vic.gov.au/journey).



## stay connected



@headspaceArmstrongCreek



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