



# welcome pack

## headspace Bega

Rooftop Level Sapphire Market Place,

Unit 1/83 Upper Street, Bega

New South Wales 2550

Ph: 1800 959 844

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

## headspace.org.au

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

headspace acknowledges Aboriginal and Torres Strait Islander peoples as the First Peoples of Australia and we pay our respects to their Elders past and present who we share this great country with.





**welcome!**

**This pack was created to introduce you to our service and direct you to where you can find further information and support.**

## 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**

**Physical & Sexual  
Health**

**Work, School &  
Study**

**Alcohol & Other  
Drugs**

headspace Bega 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 looking to connect with likeminded peers and having your say on headspace operations and events throughout the year
- Need support to sort out an area of your life like housing, work, Centrelink payments, debt and fines, get out and about more etc.
- And so much more



# how headspace can help?

## The headspace website

Our website includes information about mental and physical health, work and study, drugs and alcohol, how to get help. There is also some information for your family and friends so that they may better support you.

To access the headspace website visit [headspace.org.au](http://headspace.org.au)

headspace Digital Work and Study Service offers support for 15 - 24 year olds to assist with things like resume writing, career planning, job searching, interview preparation, exploring suitable education options as well as sourcing financial support for education.

To find out more visit: [digitalworkandstudy.org.au](http://digitalworkandstudy.org.au) or phone 1800 810 794

## eheadspace

eheadspace is our national online and telephone support service. It is staffed by experienced youth and mental health professionals.

Young people in contact with eheadspace can access a range of information and support as well as short-term treatment, where appropriate.

To access eheadspace visit [eheadspace.org.au](http://eheadspace.org.au) or phone 1800 650 890.

Web chat, telephone and email support is available to young people, as well as their families and friends, from 9am to 1am AEST, 365 days of the year. Email access to eheadspace is available 24 hours a day.

## headspace centres

headspace centres can provide you with access to a range of health workers who have specific expertise in working with young people - including doctors, psychologists, social workers, alcohol and drug workers, counsellors, vocational workers, occupational therapists and youth workers.

You can make an appointment at a centre in person or by phone or email. Family and friends can also make an appointment on behalf of you, if you have consented to the appointment.



## please note!

headspace provides time-limited services for mild to moderate difficulties. It is not an emergency service.

If you need immediate support or medical assistance contact:

- Emergency Services 000
- Lifeline 13 11 14
- Kids Helpline 1800 55 1800

**To find out about information and support available to you in the community see the further information and support section**

**headspace is a safe space that welcomes and supports young people from all cultural and linguistic backgrounds, sexual and gender orientations, religions, financial circumstances and life experiences.**



## **some of our values are:**

### **Youth participation**

headspace Bega believes in working with you and the people important to you. We believe that you have the right to be involved in decisions that affect your life and the right to decide what is best for you. We acknowledge that you are the expert in your life and will actively involve you in care planning and decision making.

Young people provide valuable insight into the planning and operation of this headspace. We actively involve and seek input from young people (please see section on Youth reference Group to find out how you can get involved).

### **Respecting Culture**

headspace Bega recognises that young people have a range of cultural identities that influence their perceptions of the world and their place in the world. We will respect your cultural background and uphold your cultural beliefs. We will work in a culturally respectful and competent way with young people, their families and friends.

### **What if English is my second language?**

**headspace services are provided in English. In some cases interpreters can be arranged in advance to support the young person or their family and friends to communicate with a headspace worker during a session.**

**For more information please speak to a headspace worker or visit Mental Health in Multicultural Australia at [mhima.org.au](http://mhima.org.au)**



## **Holistic Approach Holistic Supports**

headspace Bega acknowledge that young people have multidimensional lives. We recognise that you are connected to families, friends, school/work communities and the broader community and will work to take a holistic approach to working with you.

## **Family and Friends Involvement**

headspace Bega acknowledges that families and friends play an integral role in the lives of young people. With your consent, we will involve your parents, family and/or friends in your care to whatever extent you want that to happen.



## **no wrong door**

It is our job to support a you to find the right service to meet your needs. For every young person who seeks assistance from headspace Bega we will do everything we can to help build the right 'support network' for that individual; which may be in or outside of headspace (or a combination of both).

If the most appropriate treatment or support is not available through headspace, we will work with the young person and / or their family to assist them to access the right services.  
All Services at headspace Bega are FREE



## **mental health difficulties and young people**

Mental health difficulties are the most common health challenges for young people. Between 20-25% of Australian adolescents will experience a mental health or substance-abuse difficulty in any given year. Many will experience more than one problem at the same time.

Anxiety, depression and substance abuse are the leading mental health concerns for young people.

Getting help early for a mental health difficulty takes a lot of courage, but it makes a big difference to how quickly a young person gets back on track with their life.





# common myths and facts about mental health difficulties and headspace

## **There is no hope for people with a mental illness**

There are many supports, treatments and community services available. Recovery from a mental health issue is possible and people with a mental health issues can lead active, meaningful and healthy lives. We focus on helping you with your personal recovery goals.

## **Mental health difficulties are caused by genetics**

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

## **Non-qualified people cannot help people with a mental health difficulty.**

Friends and family can offer important help and support. A young person's recovery can be boosted by having supportive family and friends on-board. This means that with your agreement we involve your support people in your care to get the best outcomes for you.

## **headspace can only help me if I have a mental health issue.**

headspace Bega has different team members that can support you through a range of difficulties you might be having in your life. For example, work or study, drug and alcohol, financial, family, relationships, bullying and the list goes on. If we can't support you within headspace we will help you find who can.


## **Parents and Schools can make you come to headspace**

headspace is a voluntary service. This means that we won't make you attend appointments. If someone is telling you to go to headspace they may be worried about you. We would be happy to chat with you about what's happening in your life and see if there is anything we could support you with. It is then your choice.

## **I can't go to headspace, I have no money.**

All headspace Bega services are FREE. We do not charge. Some services may need a Medicare card to access. If you don't have one-don't stress, we can help you. If you are not eligible for a Medicare card (for example not an Australian Citizen) we will still be able to help you.





## so... how can my friend or myself come to headspace?

If you haven't already contacted and are interested in coming to headspace or you have a friend/partner/sibling who is, it is easiest to call:

**ph: 1800 959 844**  
**in business hours**

One of our team will book you a time to chat to someone on the phone. Hate talking on the phone? Rather talk in person? Let us know.

## what if i can't attend my appointment?

We understand that you can't always make your appointments.

We ask that you give us as much notice as possible so we can offer this appointment time to another young person.

Cancelling appointments with notice and letting us know if you don't need to come anymore helps us keep our waitlist short so we can offer more young people appointments without a lengthy wait.



# what happens on my first actual visit to headspace?

At the first visit you will:

## 1.

Be greeted by admin worker who will ask you to complete a registration form. This allows us to gather information we need such as your name, address, date of birth, phone number, an emergency contact person and Medicare number.

You will also given:

- A statement of your expected rights & responsibilities
- A statement of your rights to privacy
- A informed consent form
- Our cancellation procedure

If you feel comfortable to you are welcome to invite your family members to attend.

## 2.

Complete a brief survey on iPad

This involves some short questions which gives the headspace worker a brief summary of some of the issues you are facing at the time. You will complete one of these every time you attend an appointment here.

If you want to know more about the surveys including how we use this information, talk with your headspace worker.

## 3.

See our headspace Intake clinician who will:

Talk to you about headspace and what to expect. The forms given at step 1 are explained so that you have a good understanding of the information, particularly bounds of confidentiality.

They will talk to you about your wellbeing and what you would like support with by coming to headspace. They work with you to identify the goals that you want to work on and to develop a care plan with you.

We will also discuss with you if you would like to include other services inside or outside of headspace





## does my family/carer/friend come into this appointment?

This is up to you. If you would like someone to come with you as a support person then they are welcome to come into the appointment. You can also come into the appointment alone. Some people even have their family member or friend come in for part of the appointment. We will be directed by you about what level of involvement you want at any given time.

## how long will an appointment take?

Appointments usually last 50 minutes to an hour.



## so what about my privacy?

### Consent

headspace is a voluntary service. Health workers can only provide treatment to you if you give consent (this means your permission to receive treatment). This is something we will ask you about.

#### **If you are under 14:**

A parent or legal guardian is the appropriate person to give consent to access our service.

#### **If the young person is between 14 and 16:**

It may be possible for a young person to consent to treatment without parental permission. However, we will work with the young person to involve their family and friends in ways that they are comfortable with, and that are likely to be beneficial to their wellbeing.

#### **If the young person is over 16:**

They are able to access headspace services without parental involvement.

### Confidentiality

When you talk to a headspace worker, what you say is kept within headspace and its lead agency Grand Pacific Health. We cannot pass on information about you without your permission. We may ask you to fill out a form to get your permission to speak to other people such as your doctor, school or other services.

However there are a couple of limits to what we can keep private that you need to be aware of. We may need to let someone know if you tell us that:

- 1) You or a person you know is at significant risk of harming themselves or someone else
- 2) You or another Young person is at significant risk of or is being harmed by others
- 3) You or another person you know 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.



# so, who works at headspace?

## Mental Health Clinicians

This includes workers with a range of professional backgrounds such as registered psychologist, youth counsellors and social workers. headspace Bega have access to psychiatrists through telepsychiatry (e.g. appointments via Skype).

Mental Health Clinicians can help if you're experiencing significant changes in your mood and / or behaviour. They can help if you're having trouble at home or with friends, if you're being bullied, hurt or harassed, worried, or if you're just not feeling yourself.

## Vocational Specialists

We have a team of friendly Vocational Specialists who will work closely with you and your mental health worker towards your employment goals.

The vocational specialist can assist with navigating Centrelink, working with your employment service provider, developing a tailored résumé & cover letter, interview preparation, and follow-along support once you get a job. The vocational specialists will work at supporting you to work or gain some skills in the area of your choice. The program is suitable for anyone who is interested in working alongside a Vocational Specialist to work towards their employment aspirations.

## Youth Care Coordinator's

Our Youth Care Coordinator's provides short-term, provide practical assistance, referral and advocacy and work closely with other members of headspace Bega and external service providers. A Youth Care Coordinator is a supportive and practical option for young people who might be in a transitional period of their life, need support in managing immediate goals or issues, or have had a quick change in circumstances and need some crisis or emergency support.

The Youth Care Coordinator's also provide community engagement and awareness activities about important issues that impact on the mental health and wellbeing of young people in Bega and surrounding areas. They help organise events in the community and facilitate our YRG's to make sure young people are the voice of headspace

## Peer Worker

The Peer Worker draws on their own personal lived experience of mental health issues to assist others on their mental health journey. Peer Workers can do this by providing emotional support, sharing knowledge, teaching skills, offering practical advice, connecting youth with community resources and helping to enhance peers' support network.

## Doctors and Allied Professionals

We can work together with your usual GP or other medical professional involved in your care or link you in with youth friendly doctors and nurses, dieticians or other health professionals. Doctors and nurses can help you with issues related to sexual health including contraception and STI checks, any physical health issues, drug and alcohol issues or relationship problems. They can review your mental health if you notice any changes and can work with you to develop a Mental Health Treatment Plan (MHTP).

## Family Clinician

Sometimes young people and their families might need some support to help resolve issues being experienced by the whole family which may be impacting upon the families' ability to help each other.

The headspace Family Clinician can work with young people, parents and families to provide short term support with achieving family focused goals. They can also support families to link in with local support services.

## Alcohol and other drugs services

If drugs and alcohol are starting to impact things that matter to you, like your mental health, well being or friendships, headspace can help. headspace Bega can link you in with our partner agency that supports young people with goals around addressing drug and / or alcohol issues. We can also link you with other services in the community that may assist you in this area.



# mental health treatment plans

## **All services offered by headspace are free of charge**

- headspace Mental Health Clinicians may require a MHTP
- For other headspace services such as Youth Counselling, Care Coordination or Family Clinician, no MHTP is required.



- **Having a Mental Health Treatment (MHTP) means you don't have to pay for visits as they are covered by Medicare.**
- **A MHTP is a document outlining the mental health issues you are experiencing and what type of treatment the doctor thinks will be helpful.**
- **To see a Mental Health Clinician at headspace you will need a MHTP from your doctor.**
- **You will be eligible for 6 visits in a calendar year but if more are needed, a further 4 can be approved following a MHTP review.**
- **To get a MHTP you need to see your doctor and discuss it. It's a good idea to ask for a long appointment as they will take a detailed history and spend some time with you discussing support and treatment needs.**
- **If you want some assistance with this, please ask headspace staff**



# how can I get involved in supporting headspace?

headspace Bega values the input of young people in all the things that we do - this ensures that we are meeting the needs of young people of the Bega region and surrounding areas.

Joining our Youth Reference Group is a great way for you to be involved in:

- The planning and running of our community engagement activities
- Fundraising for the centre
- Planning the types of supports that the team offer. For example, helping us develop group programs and developing resources
- Telling the team your experience with our service so that we can improve the way we provide services to young people
- Sitting on interview panels for all new staff we employ to make sure we choose the right team members
- Meeting other young people, making friends and having lots of fun!

## I have some feedback to give about headspace....

Hearing from you about your experiences with our service helps us to ensure we are providing a high quality service. We appreciate your feedback whether it's positive or negative as it helps us make headspace better.

If you would like to provide feedback please go to <http://www.gph.org.au/improving-our-service>, or phone ph: 1800 959 844 and ask to speak with the Service Manager.



# what do i do while i wait for my appointment?



We have included a list of online and phone support services that you can access while you are waiting for a headspace service.

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/>**

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

If you feel that you need more support while you are waiting or your situation has changed please call us on 1800 959 844.

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

- **mental health services 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.**







## other support

### beyondblue

**1300 224 636**

Information about supporting someone with depression or anxiety.

Online chat and 24/7 phone support

### LIFELINE

**13 11 14**

Offers free online and telephone counselling for ages 12–25 from 9am–1am, 7 days a week.

### KIDS HELP LINE

**1800 55 1800**

24/7 phone and online counselling for 5–25 year olds.

### Qlife

**qlife.org.au**

**1800 184 527**

Information about supporting people who are lesbian, gay, bisexual, transsexual, intersex, queer or questioning (LGBTIQQ).

Online chat & phone support.

### REACHOUT

**reachout.com**

Information about supporting young people with mental health difficulties.

### MENTAL HEALTH LINE

**1800 011 511**

This is a 24hr mental health telephone access service. Anyone with or caring for a person with a mental health issues can call to speak with a professional and be directed to the right care and support for them.

## tips for a healthy headspace

**TUNE INTO MUSIC** that relaxes you and lifts your mood. Even better, dance!

**TALK TO SOMEONE** let someone know what is happening for you.

**STAY CONNECTED!** Keep in contact with friends especially those who help you feel good about yourself.

**KEEP TO A ROUTINE.** Get up in the morning, eat at usual meal times.

**GRAB SOME ZZZ.** Most of us need at least eight hours of sleep at night and some of us need more. Go to bed early to get your shut-eye rather than sleeping late.

**GET MOVING!** Get involved in local activities, or go for a walk, swim, cycle, or skate with friends.

Cut down, cut out or **DON'T START WITH ALCOHOL, DRUGS OR SMOKES.** They can fuel arguments and have a really negative impact on your mental wellbeing.

**CHECK IN WITH YOUR FRIENDS.** They might be feeling lonely, bored or down and find it too hard to make the first move – suggest you meet up.



## get appy with these online resources:

### WayAhead directory

[www.directory.wayahead.org.au/](http://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](http://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.

### e-couch [ecouch.anu.edu.au](http://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.

### MoodGYM [moodgym.anu.edu.au](http://moodgym.anu.edu.au)

Learn cognitive behaviour therapy skills (CBT) for preventing and coping with depression.

### Mental Health Online [mentalhealthonline.org.au](http://mentalhealthonline.org.au)

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

## Relax and unwind

### Smiling Mind [smilingmind.com.au](http://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**

## Wake up apps

### Wake Up Rosie

Each time the alarm sounds, you will be sent a new inspirational image, perfect for lifting your mood or sharing with friends.

**Available: iPhone App Store**

### Recharge - Move Well, Sleep Well, Be Well

Need to improve your sleep/ wake routine? Recharge helps you get out of bed in the morning by forcing you to get up and do ten star jumps before the alarm turns off!

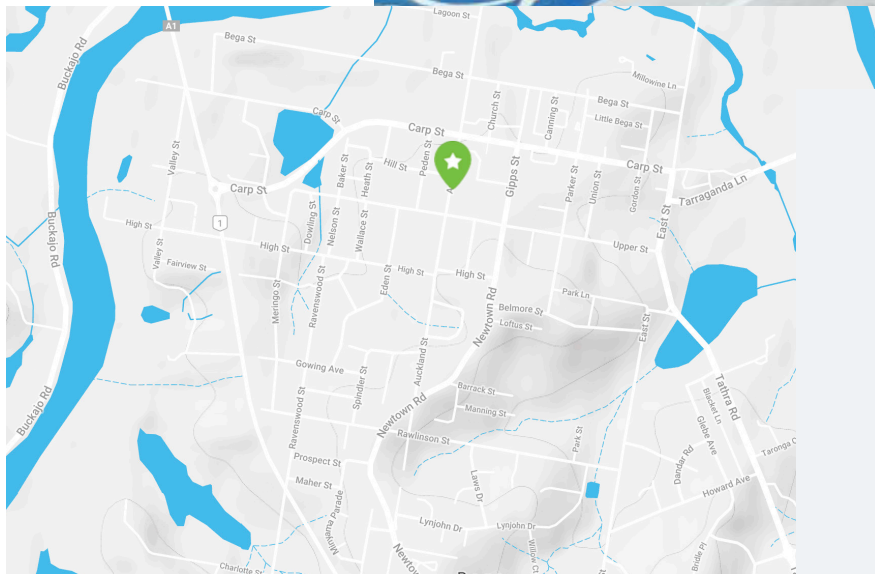
**Available: iPhone App Store**



# so how do I get to headspace?

We are located at:  
Rooftop Level Sapphire Market Place,  
Unit 1/83 Upper Street, Bega, New South Wales 2550

headspace Bega has full disability access, from the carpark with 2 disabled car parks, through to the suitable facilities within.



## headspace Bega

Rooftop Level Sapphire Market Place,  
Unit 1/ 83 Upper Street, Bega  
New South Wales 2550  
1800 959 844  
[www.headspace.org.au/headspace-centres/bega/](http://www.headspace.org.au/headspace-centres/bega/)

## hours

<b>Monday:</b>	<b>8.30am - 5:00pm</b>
<b>Tuesday:</b>	<b>8.30am - 5:00pm</b>
<b>Wednesday:</b>	<b>8.30am - 5:00pm</b>
<b>Thursday:</b>	<b>8.30am - 5:00pm</b>
<b>Friday:</b>	<b>8.30am - 5:00pm</b>
<b>Saturday:</b>	<b>Closed</b>
<b>Sunday:</b>	<b>Closed</b>

# headspace outposts: Eden, Cooma and Narooma

headspace Bega also operate outpost services enabling young people better access to headspace services in Eden, Narooma and Cooma. We offer Youth Care Coordination, Vocational Support to help you get into work or study and Counselling support from these locations as well as being able to link you with drug and alcohol services and physical and sexual health services.

As we have smaller teams in our outposts locations and often work out in the community we are not always available in the office. You can arrange to speak to one of our Youth Care Coordinators who will provide general information about headspace services and help you connect with our intake clinician. Or if you want to make a time to discuss your individual needs with us you can arrange to complete an intake by calling 1800 959 844 and booking an intake consultation. This consultation can occur over the phone or in person depending on your preference and availability

## Eden Office contact Details:

Street Address

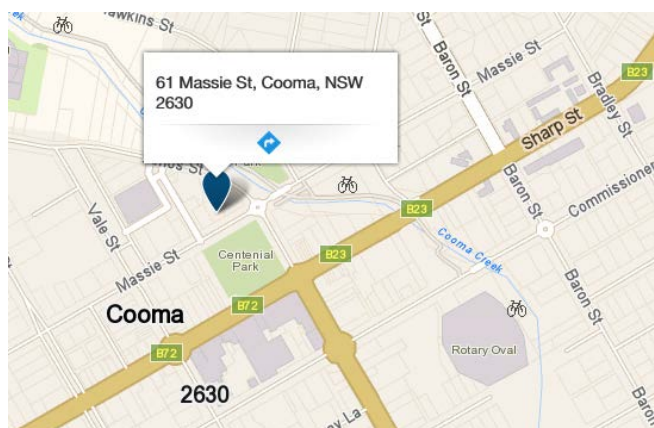
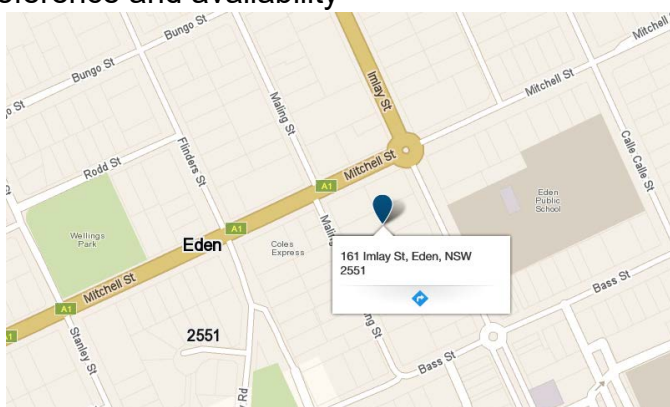
Unit 3, 161 Imlay Street Eden, NSW 2551

Mailing Address

PO Box 513 Bega NSW 2550

Ph 02 6494 8844

Fax 02 6494 8855



## Cooma Office contact Details:

Street Address

61 Massie St. Cooma, NSW 2630

Mailing Address

PO Box 4 Cooma NSW 2630

Ph 02 6453 4400

Fax 02 6494 8855

## Narooma Office contact Details:

Location: headspace in Narooma is co-located with the Youth Café

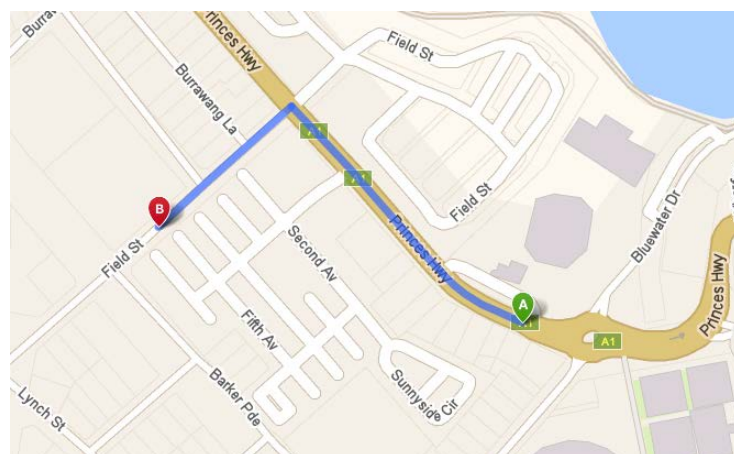
Youth Café: Narooma Library, Field Street, Narooma

Mailing Address

PO Box 513 Bega NSW 2550

Ph: 02 6494 8844

Fax 02 6494 8855





# Informed Consent Form

Name: _____	Date of Birth : _____
Address: _____	Phone: _____

**Please indicate if you have received and understood the following information.** If you have trouble understanding this information please ask staff to help.

- ☐ Program Information Sheet
- ☐ Rights and Responsibilities Statement
- ☐ Privacy Statement
- ☐ Evaluation and Research Consent Form (if applicable)

**Please let us know:**

Who you are happy for us to share your information with, by filling in the table below:

Please tick ( ✓ )	Please provide name	Please provide contact details (include address and phone)
<input type="checkbox"/> GP / Doctor  This is required under some of the programs offered by GPH. If you are concerned about this please discuss this with your health worker		
<input type="checkbox"/> Specialist Doctor		
<input type="checkbox"/> Nurse/Dietitian/Other Health professional(s) (eg. Community Mental Health and Mental Health Unit)		
<input type="checkbox"/> Family/Carers (eg. emergency contact)		
<input type="checkbox"/> School		
<input type="checkbox"/> Other (eg. Flourish Australia)		

# Informed Consent Form

Please let us know if there is any information you don't want shared with the above listed people or services:

Please list (if any):

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## BY SIGNING THIS FORM:

### You understand:

- the services being offered to you,
- your information will be kept secure (within an electronic health record),
- you are consenting to GPH sharing information relevant to your care with the people and or services above, including multidisciplinary case reviews with your GP,
- you are consenting to GPH obtaining information from the people and services listed above relevant to your care.
- only information relevant to the services that you receive will be kept,
- information may be used to help evaluate programs or review the work of the staff who work with you,
- your information (de-identified) may be used to report on the effectiveness of this program. You will not be identifiable in such reports,
- your information will not be released without your consent unless GPH is legally required to,
- you may withdraw this consent or change the details within this consent form, at any time by contacting Grand Pacific Health. Grand Pacific Health will still have some legal responsibilities to store your information for a period for time.
- If you are 14 years old or under, consent is required from a family member or carer.

Client signature: \_\_\_\_\_

Date: \_\_\_\_ / \_\_\_\_ / \_\_\_\_

Family/carers signature (if applicable): \_\_\_\_\_

Date: \_\_\_\_ / \_\_\_\_ / \_\_\_\_

Parent/guardian signature (if applicable): \_\_\_\_\_

Date: \_\_\_\_ / \_\_\_\_ / \_\_\_\_

Name of family/carers or parent/guardian: \_\_\_\_\_

### Optional

- I agree to being contacted by SMS (text) messaging on this number 04\_\_\_\_\_

Please return to <insert applicable program contact>

Information on this form is collected, stored and released under Grand Pacific Health's Privacy Policy, Informed Consent Policy, Consent Procedure and Consumer Rights and Responsibilities



Grand Pacific Health (GPH) complies with relevant privacy laws and is committed to protecting your privacy.

## What information does GPH collect about me?

Information is collected to manage your care. We collect:

- your name and contact details
- the contact details of the person to call in case of an emergency and/or next of kin
- details about your health
- information from other health care providers if this is needed for your care.

## How does GPH use this information?

- To make decisions about your treatment or care.
- To help plan better services for you.
- To understand health trends.
- For quality and teaching purposes.

## Who else may receive information about me?

- GPH shares your information with other people within the team to provide you with the best treatment options.
- We may share basic information to Medicare for billing, to your chemist for a script, to a service that might assist us to know how best to care for you, for example a specialist service or a pathology provider.
- Each person has a unique identifier and we use this to match you with your health record and when communicating with others in the health system.
- We will only discuss your treatment with a family member, carer or nominated person that you have chosen.
- It is common to send a letter to a service who has referred you.
- We report statistical information to government funding bodies, no one is identified
- We will provide information to an organisation where we are required by law.

There may be circumstances in which you do not want GPH to share your information.

You can withdraw consent to share information, we will discuss with you any consequences.

## How is my medical record kept?

Your medical record is required to be kept for a period of time dependent on legislation.

- We keep your medical record on computer. All staff have a password and only staff that need your health information are able to access your record.
- If we have a paper record, we scan this into your electronic record and either file this paper in a secured locked area or destroy this paper file
- If you agree to be a part of the Patient Controlled Electronic Record you, your GP and any other person/service that you have agreed to, will have access to that record.

## Can I access my medical record?

Under the Freedom of Information Act 1982, you can apply to see, obtain a copy or amend your medical record. A fee may apply. All you need to do is tell a person at the service that you want to access to your information. Contact the GPH Privacy Officer if you feel you have not been supported in this request.

## What to do should you feel that your privacy has not been respected?

1. If you have a complaint, please talk to your nurse, counsellor, worker or doctor.
2. If you feel you have not been heard after this, talk to the Manager in charge at the service.
3. If you do not believe that this has been dealt with correctly then you can contact our Privacy Officer via email [info@gph.org.au](mailto:info@gph.org.au) or telephone 02 4220 7647. You could also mail your concerns to: Attention Privacy Officer, PO Box 1198 Wollongong NSW 2500.
4. Should you not be satisfied that your privacy has been protected or you have not received a satisfactory response, you can contact the Office of the Australian Information Commissioner through <http://www.oaic.gov.au/privacy/privacy-complaints/lodge-a-privacy-complaint-with-us>

GPH takes your privacy and your right to complain seriously. Our Staff follow a Code of Conduct and complaints are reported and dealt with as quickly as possible, we will keep you up to date with progress. We expect our staff to respond to your concerns, and you will be given written information telling you about your rights and responsibilities and how to provide us with feedback.

It should be noted that we do not provide your information to a third party nor do we have any reason to make disclosures overseas.

# YOUR RIGHTS & RESPONSIBILITIES

At Grand Pacific Health we want to work together to ensure you get the best possible service.

This form explains what you can expect from us (your rights) and what we ask from you in return (your responsibilities).

## You have the right to:

- Feel safe and respected
- Have your cultural, religious and social needs valued and treated with respect
- Have a service that is high quality and professional
- Have your privacy protected unless there are safety concerns
- Be involved in the decisions about you
- Change to another service with our help if you need
- Give feedback about our service and have this listened to
- Have a choice about students during your session- it won't change how you are treated
- Ask to see the information we have kept on you

## You have the responsibility to:

- Treat our staff and property with respect
- Give us full details about your health- this helps us give you the best care
- Keep your appointments. If you need to cancel please allow 24hrs notice
- Be involved with your treatment and work towards the goals you have set
- Ask questions if you don't understand

If you have any questions about this form or you feel your rights are not being met, please talk to your health worker.

We welcome your complaints or compliments to help us make the service better.



# YOUR RIGHTS & RESPONSIBILITIES AS A CARER

At Grand Pacific Health we want to work together to ensure our clients and their carers get the best possible service.

This form explains what you can expect from us (your rights) and what we ask from you in return (your responsibilities).

## You have the right to:

- Be respected for your human worth, dignity, privacy and confidentiality
- Be provided with information, education and support to facilitate your role as a carer
- Receive support for your own difficulties that may emerge through the processes of providing care or support
- Seek further opinions regarding the diagnosis, treatment and support of the person for whom you care for
- Place limits on your availability to the person for whom you're caring for
- Put information concerning family relationships and any other matters relating to the individual to us
- Give feedback about our service and have this listened to

## You have the responsibility to:

- Treat our staff and property with respect
- Support the wellbeing and treatment of the person you care for, that is consistent with their best interests
- Consider the opinions of professionals and other staff
- Co-operate with reasonable programs of treatment and support aimed at supporting recovery

If you have any questions about this form or you feel your rights are not being met, please talk to your health worker.

We welcome your complaints or compliments to help us make the service better.

## INTRODUCTION


Grand Pacific Health offer telehealth sessions via a special platform called “Attend Anywhere”. We have been using Attend Anywhere for over 12 months and have purchased it specifically because we think it gives you, the client, the experience most like your normal face-to-face sessions. It has a much higher level of encryption than Skype etc, meaning your conversations stay private, and it allows you to wait in a “waiting room”, under the supervision of our admin team, until your clinician is ready to see you.

## WHAT DO I NEED?

*A good connection to the internet*

If you can watch a video online (e.g. YouTube) you can make a video call

*One of these:*

 Google Chrome web browser on a desktop or laptop, or on an Android tablet or smartphone

 Safari web browser on an Apple iMac, MacBook, iPad or iPhone

*Web-camera, speakers, and microphone* already built into laptops or mobile devices

Video calls are secure; your privacy is protected.

You have your own private video room that only authorised clinicians can enter.

*How much internet data will I use?*

You don't use any data while waiting for a clinician to join you.

An Attend Anywhere video call uses a similar amount of data to Skype® or FaceTime®.

## HOW DO I USE ATTEND ANYWHERE?

Go to <https://www.gph.org.au/video>

On this web page, click **Start video call** button and follow the instructions

Wait in your own private video room

Your clinician sees you arrive in the waiting area and joins you in your video room when they are ready

## WHAT IF MY CONNECTION DROPS OUT?

At your first session, you and your clinician will work out a Contingency Plan. This will be reviewed at the beginning of each session. If you lose connection, firstly, wait 30 seconds and try to reconnect using the Refresh button. If the videoconference drops out, you intentionally disconnect the videoconference, or leave the room where the videoconference hardware is set up, we will immediately contact you via your nominated contact number. If we cannot contact you, then we will activate your contingency plan. This means that we will contact your nominated emergency contacts and/or local and emergency services.



## HOW DO I PREPARE FOR MY SESSION?

It can be easy to think of your Telehealth session as a less formal “catch-up” and think it doesn’t need much preparation. However, you will get the best from your session if you do some work beforehand:

- 1) Find a quiet space. Ask someone else to supervise your kids, or give them extra screen time, put away your pets, find a room where you think you won’t be overheard. Try using headphones with an in-built microphones, if you can. Most mobile phones come with these.
- 2) Bring a notepad and pen. Your clinician won’t be able to give you a piece of paper to take home with you so you might need to jot some things down.
- 3) Have your phone close to you but turn it onto silent and close your email programs. It is important that your clinician can call you, if something should happen to your Telehealth connection, but it’s also important to try to minimise distractions
- 4) Give yourself permission to focus. In these busy times, it can feel like you have to be available to everyone 24/7. Think about why you started therapy in the first place. If those reasons are still true, give yourself permission to be fully present with your clinician for your session.

## PRIVACY

Your telehealth service will not be recorded by us. We ask you to also agree not to make recordings of our sessions and not to use materials from our sessions elsewhere. If you need further information on how to protect your privacy when using technology, see the booklet [“Protecting Yourself Online: what everyone needs to know”](#)

## WHAT IF I HAVE QUESTIONS?

Your clinician is available to answer all your questions and answer any concerns. Together, you will work out a plan that best suits you. If you wish to speak to someone else about your experience, please call your hub switchboard and ask to speak to the appropriate senior manager.

## Novel Coronavirus (COVID-19)

# how to cope with stress related to COVID-19

**It can feel stressful and overwhelming during an event like the outbreak of the Novel Coronavirus (COVID-19) and we can all be affected differently.**

You might feel overwhelmed by the information, conversations and the increased levels of stress in your community. It can be hard to know what information to trust especially in a situation where things are changing so quickly. It can be helpful to keep up-to-date but it's also okay to switch off from the 24 hour media cycle if this is getting too much.

During this time some things in your life may be affected by attempts to contain the spread of the virus. You may have been looking forward to a gig or a trip that's been cancelled. You may be affected by school, uni or your workplace temporarily closing. Or you may have a loved one who is directly affected by the virus.

It's important to find the right level or type of support for you. And keep in mind that the type of support you may need can change as time passes. For many people staying connected to family and friends/loved ones is important.

### Tips to maintain a healthy headspace during this time

- 1** Be mindful of exposure to information through stories, traditional and social media.  
It can be helpful to take a break from the 24-hour news cycle
- 2** Do things that make you feel safe and connected, and be with those who are helpful to your wellbeing
- 3** Engage in activities that promote a sense of calm and feeling grounded (use of alcohol and other drugs can be counterproductive with this)
- 4** Our [7 tips for a healthy headspace](#) demonstrate simple and effective things that can help people to create and maintain a healthy headspace, irrespective of whether they have been affected by COVID-19 or not
- 5** It can help to talk with a trusted adult if it all feels a bit much.

### Please note

The latest medical information is changing on a daily basis. If you suspect you are at risk, or would simply like to understand COVID-19 more, please visit the Department of Health's website.

[health.gov.au](http://health.gov.au)

## Common reactions

### Fear and anxiety

At this time you might experience feelings of fear or anxiety. You might be worried about the virus and how it might affect you, your loved ones or your life.

### Anger, frustration and confusion

It can be difficult to understand what to do in these situations because of the volume of different information available. This might feel confusing and frustrating, this is normal. Events like these can reduce the things we normally do in our days and that can seem unfair. This might make you feel frustrated or angry.

### Sadness

If you've been asked to stay at home or stop your normal activities you might feel disconnected from important people or things in your life. This might make you feel sad or bored.

### Denial

When bad things are happening, some people might prefer not to think about them at all. This might be helpful to start with, but our feelings can catch us by surprise later on. It's OK to distract yourself, but also find some time to think about what is happening and how you're going.

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If you start to notice that you are experiencing these things, it is important to remember that these are normal reactions to a not normal time. During this time it is important as best as possible to keep engaged with the activities that support your wellbeing. You might need to get creative in how you continue to do them.



# When should I get help?

If you ever feel unable to cope because of overwhelming or intense emotions, or if you have any thoughts of harming yourself, then ask for help immediately.

## National 24/7 crisis services

- **Lifeline:** 13 11 14 or [lifeline.org.au](https://lifeline.org.au)
- **Suicide Call Back Service:** 1300 659 467 or [suicidecallbackservice.org.au](https://suicidecallbackservice.org.au)
- **beyondblue:** 1300 224 636 or [beyondblue.org.au](https://beyondblue.org.au)

## Additional youth support services

- **headspace:** visit [headspace.org.au](https://headspace.org.au) for eheadspace or more information
- **Kids Helpline:** 1800 55 1800 or [kidshelpline.com.au](https://kidshelpline.com.au)
- **ReachOut:** [reachout.com](https://reachout.com)
- **SANE Australia:** 1800 187 263 or [sane.org](https://sane.org)

Talk with a trusted adult, such as a parent, teacher, school counsellor or find out if there is a headspace centre near you.

Speak to your local doctor or General Practitioner (GP) and help make a plan for your recovery. Or you can search for a health service and GP on [healthdirect](https://healthdirect.gov.au).



headspace