



# What To Expect

## Your rights and responsibilities when you attend headspace

### My Rights

- **Access:** I have a right to attend headspace Bendigo.
- **Safety:** I have a right to receive support that is high quality and provided in a way that ensures my safety.
- **Respect:** I have a right to be treated with dignity, respect and consideration.
- **Communication:** I have a right to receive information about the services and treatment options available at headspace Bendigo in a clear and youth orientated way.
- **Participation:** I have a right to be included in the decisions made about my care.
- **Privacy:** I have a right to privacy and confidentiality.
- The information I share while receiving support at headspace Bendigo will only be shared with the people and services I have agreed to.

*If your communication with us raises safety concerns for yourself or others, we will reach out to check that you and/or others are safe.*

*If required, we may pass on information to authorities to keep you as safe as possible.*

- **Comment:** I have a right to provide feedback and receive a response to any concerns that I express.
- I have a right to services that focus on the issues that are important to me.

### My Responsibilities

- I will attend appointments and I will make every effort to contact headspace if I am unable to make my appointment.
- I will give all that I can to the process of change and be an active participant during my sessions at headspace.
- I will approach headspace staff with the respect and dignity I would like to receive.
- I will cancel my appointment if I am too drug or alcohol affected to participate.
- I will maintain the privacy and confidentiality of other people who I might see at headspace.
- I will show respect for the premises and property of headspace.

# consent to share & privacy

## What is this form and why is it important?

Confidentiality is an important part of the relationship you have with the team at headspace Bendigo and it will be one of the first things we discuss with you during your first session with us. Confidentiality at headspace means that anything you say or talk about with a member of our team remains private and won't be passed on to anyone else unless you give us permission.

There may be times when we need to give information about you to other people. For example, if there is a serious risk of you harming yourself or others, if a crime is committed, or a court has a reason to access these records using a subpoena or other court order. In these situations, we will only ever provide the information that needs to be disclosed, only to the people who need to be told, and we will always tell you who we are giving this information to and why.

## What happens with your information at headspace Bendigo?

At headspace Bendigo, we use three Electronic Medical Records (EMR) to store your details and information about your sessions. All staff use an EMR called MasterCare and our GPs, Nurses and Administration also use an EMR called Best Practice. All staff use hAPI (headspace Application Platform Interface). All EMRs are password protected and secured to ensure your information stays private. Staff will only access information that is relevant to their role.

If you would like access to your records, you are able to request this. However, there is a formal process involved that can take some time to be completed and if you are under 18 there may be additional requirements involved. If you would like to find out more about this, please ask a member of the headspace team for more details.

## How your information helps us provide healthcare services to you:

The information stored at headspace Bendigo is used to provide you with the most appropriate service to meet your need. When you sign this form, you will be giving relevant team members consent to access your information now and in the future. Staff will only access information that is pertinent to their role.

## How your information helps us provide healthcare services to the community:

The information you provide to us is used to evaluate how well headspace Bendigo provides health services to young people in the local area. This helps us understand the needs of the young people who come to headspace and improve our services for everyone.

## How your information is used to evaluate the performance of headspace Bendigo:

All headspace centres are funded by the Australian Department of Health (DOH) through organisations called Primary Health Networks. headspace Bendigo is funded by, and reports to the Murray Primary Health Network (Murray PHN). Headspace Bendigo also provides information to headspace National office for evaluation purposes. The DOH regularly evaluates all services provided by headspace to see where improvements could be made to help young people in Bendigo. The DOH is sent information about the young people accessing our services which has been de-identified. This means we don't send details which could be used to identify you as an individual, such as your name or address.

## Your rights:

Your Welcome Pack contains details of your rights and responsibilities in accessing support and care from headspace Bendigo. As this is a voluntary service, you are free to leave, come back, modify or withdraw the consent listed on this form at any time.

If you would like to change your consent, discuss accessing your records, make a complaint, or provide feedback on the service you have received, please ask to speak to a member of the headspace Bendigo team and we will be happy to assist.





# let's talk headspace Bendigo

**Find out more about headspace  
Bendigo and how we can help**

## confidentiality at headspace

### when you talk to a headspace worker what you say is kept confidential.

This means nothing you say can be passed on to anyone else without your permission, however there are a few exceptions. If headspace is seriously worried about your safety or the safety of someone else, they must - by law - try to keep everyone safe. This means they might have to share their concerns with someone else. Talk to your headspace worker about confidentiality to ensure you understand how it works.

Appointments at headspace can vary in length but are usually around an hour. It's ok to be nervous about getting help for the first time, so we encourage you to bring a family member or friend along to support you. You will probably be asked a lot of questions on your first visit. This is so we can make a plan for how to help you.

## accessing headspace:

**cost** - headspace is a free service

**public transport** - bus stop located at the front door

**parking** - is available out the front or around the corner

**appointment type** - we offer in person, phone and video appointments

**disability access** - our building is disability friendly



78-80 Pall Mall  
Bendigo, VIC, 3550  
P 03 5406 1400 • F 03 5441 4200  
[headspace.org.au/bendigo](http://headspace.org.au/bendigo)  
E [headspace@bchs.com.au](mailto:headspace@bchs.com.au)



## how can i find out more?

**headspace.org.au** provides info and resources to help you maintain your wellbeing. You can also find your closest headspace centre here - or get in touch with headspace to talk to someone.



## is it an emergency?

If you are in an emergency situation or need immediate assistance, contact mental health services or emergency services on 000. If you need to speak to someone urgently, call Kids HelpLine **1800 55 1800** or Lifeline **13 11 14**.

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



# headspace Bendigo is a good place to talk about your wellbeing

headspace Bendigo is somewhere for young people who need help with mental health, physical health (including sexual health), alcohol and other drugs or work and study support.



## we can help with:

### Mental health

We can help if you're:

- feeling down
- stressed or worried a lot of the time
- 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.

### Physical and sexual health

headspace centres often have youth-friendly doctors and nurses who can assist you with issues related to:

- any physical health issues
- contraception and sexual health
- drug or alcohol use.

### Work, school and study

We can help if you're:

- struggling at school or work and feeling anxious or stressed
- unsure of what course you want to do
- needing a hand writing a resume
- searching for a job.

### Alcohol and other drugs

Alcohol and other drugs can affect things that matter to you, like your mental health, wellbeing or friendships. If you're having a hard time cutting down, we can support you to get things back on track.

### headspace Bendigo

At headspace Bendigo we provide a range of programs, services and support for young people aged 12 - 25 for things that might be affecting your health and wellbeing.

To find out about all the services, programs, group sessions and activities available – or to make an appointment – you can call, email or drop in.

You can also ask a friend or family member, health worker or other community service to make an appointment for you.



Find out more about our headspace centre online  
[headspace.org.au/bendigo](https://headspace.org.au/bendigo)

### While you wait and opening hours

Things you can do to look after your mental health while waiting for your appointment:

Eat well, sleep well, stay active and reduce alcohol and other drug use. Sign up for an eheadspace account - [eheadspace.org.au](https://headspace.org.au) where you can talk to a youth mental health professional 7 days a week - 9am to 1am. Talk to trusted adults, family and friends.

Monday to Wednesday 8.30am to 6pm

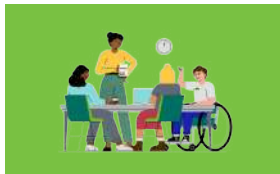
Thursday 12.30pm to 5pm

Friday 9am to 5pm

# our programs



programs and activities we offer at headspace Bendigo



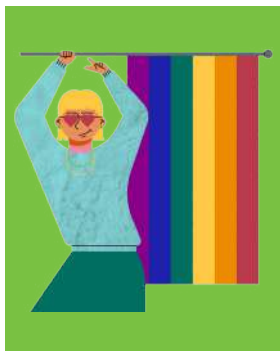
## Youth Ambassadors

Our Youth Ambassadors meet fortnightly on Monday (5:00pm-6:00pm) to ensure the services we provide and the programs we run are youth friendly, inviting and engaging. They advocate for youth mental health and wellbeing.



## Family & Friends Reference Group

Our Family and Friends Reference Group gives caregivers of young people the space to be heard and contribute to improving our services and programs. Meetings are held monthly on a Tuesday (5:00pm-6:00pm).



## LGBTIQ+ support

Weekly diversity groups for young people and allies.

POND - 12-14 yrs (Tuesday) 3:30pm-5:00pm  
TADPOLES - 15-17 yrs (Monday) 3:30pm-5:00pm  
FROGS - 18-25 yrs (Wednesday) 3:30pm-5:00pm

Trans and Gender Diverse Parent & Carer Support Group  
Monthly (Monday) 7:00pm-8:30pm



## Art Therapy

Art Therapy group for females and people who identify as female, aged 15-18yrs.  
Please speak with your mental health clinician about joining Art for the Heart.



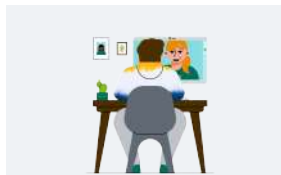
## Fitness & Nutrition Coaching

Every Wednesday our Fitness and Nutrition Coach is available to answer all of your fitness and nutrition questions and develop plans to improve your physical and mental health.



## General Practitioner (GP)

Access our doctors in centre for support with your mental, physical and sexual health concerns, alcohol and other drug support and referrals to specialists. Appointments are bulk-billed, so your Medicare details are required.



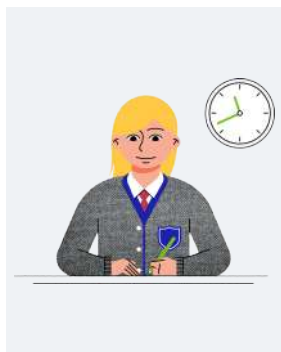
## Telepsychiatry

Accessing a psychiatrist can be difficult and expensive. headspace Telepsychiatry provides an experienced workforce and reliable technology to bring psychiatric services to young people in rural and remote areas.



## WISE Employment - Job Search

WISE Employment is available on a weekly basis to assist with your employment journey. They can assist with tasks such as, job search, resume writing and cover letters.



## Work & Study Support

Looking for support to reach your work or study goals?

**In Person:** Our Vocational Specialists and Vocational Peer Worker are here to assist you to engage in further study and employment. It is an individualised program that listens to you, so you can achieve your goals!

**Online:** A Work and Study Specialist can provide tailored 1-on-1 support to you, accessible from anywhere in Australia via video calls, webchat or phone.



## Youth Law - Legal Advice

Youth Law is available monthly (Tuesday) to provide free legal advice to young people on matters such as fines, debt, family issues, bullying, housing and criminal charges.



## eheadspace

eheadspace is available from 9am – 1am, 7 days a week for a 1-on-1 chat with a trained clinician. It's a confidential, free and a safe space to talk about what's going on.





the facts:  
getting help



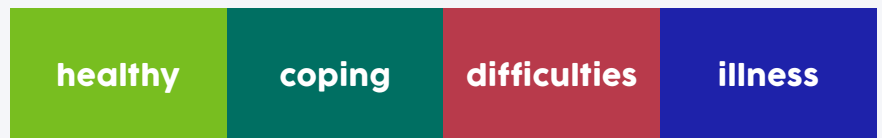
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# what are mental health difficulties and when to seek help

## What are mental health difficulties?

You may have heard the phrase 'mental health difficulties' used before. It's helpful to think about mental health on a spectrum from mentally healthy to mental illness. Everyone sits somewhere on this spectrum, and where you are can change from day-to-day or week-to-week, depending on lots of things.

## Let's explore the mental health spectrum:



### Healthy

This means you feel able to work and study, feel connected to others, be involved in activities in your community and 'bounce back' when life's changes and challenges come along.

### Coping

This is when people feel some pressure but are doing OK.

### Difficulties

This is where people might feel like they aren't doing so well.

### Mental illness

This is a broad term that refers to a group of conditions like anxiety, depression or others. These can significantly affect how a person feels, thinks, what they do and how they interact with others. Almost half the population will experience a mental illness at some point in their lives.



By finding the right support and strategies, things can get better.

## Understanding mental health difficulties

**Everyone can experience mental health difficulties from time to time. During these times people might notice their sleep, mood, motivation or energy are not going as well as they would like.**

If these experiences last a few weeks or more, and are starting to affect things like relationships, or work and study, it's a sign that you might be heading towards the difficulties area of the spectrum.

If you've noticed these sorts of changes, it's important to look after yourself, learn a bit more about what's happening for you, and get support from family and friends.



# Contributors to mental health difficulties

Things such as:

## Current circumstances

- such as stress at school, uni, TAFE or work
- money problems
- difficult personal relationships
- problems within your family.

## Difficult life experiences

- abuse
- neglect
- the loss of someone close to you.

## Individual factors

- coping skills
- thinking styles.

## Biological factors

- family history of mental health difficulties.



# Looking after your mental health

There are a number of things you can do to look after and maintain your mental health and wellbeing. As a start, include the tips for a healthy headspace into your everyday routine. This will leave you more prepared to cope with the challenges you face in your everyday life.

These include:

- get into life
- create connections
- learn skills for tough times
- eat well
- stay active
- get enough sleep
- cut back on alcohol and other drugs.



# How do I know if I'm experiencing a mental health difficulty?

## Signs and symptoms of mental health difficulties:

- not enjoying, or not wanting to be involved in things that you would normally enjoy
- feeling sad or 'down', or crying more often
- changes in appetite, eating, or sleeping patterns
- being easily irritated or having more problems with family and friends
- finding that you aren't performing at school, TAFE, uni or work like you used to
- being involved in risky behaviour that you would usually avoid, like taking drugs or drinking too much alcohol, or depending on these substances to feel 'normal'
- having trouble concentrating or remembering things
- having negative, distressing, bizarre or unusual thoughts
- feeling unusually stressed or worried
- feeling like things have changed or aren't quite right.

## Getting support

**Taking that first step can be tough, but if you are experiencing mental health difficulties, it's important that you reach out to a trusted friend, family member, teacher, Elder, or counsellor to share what you are going through.**

You can also get in touch with your GP, local headspace centre or use our online or phone-based service at [headspace.org.au/eheadspace](https://headspace.org.au/eheadspace)

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.



**If you or someone you know is going through a tough time you can get help and support from headspace, your school, TAFE or university wellbeing service or your local health provider. For more information, to find your nearest headspace centre, or for online and telephone support, visit [headspace.org.au](https://headspace.org.au)**

**If you need immediate assistance call 000 or to speak to someone urgently, please call Lifeline on 13 11 14 or Suicide Call Back Service on 1300 659 467.**

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The headspace Clinical Reference Group have approved this clinical resource. Fact sheets are for general information only. They are not intended to be and should not be relied on as a substitute for specific medical or health advice. While every effort is taken to ensure the information is accurate, headspace makes no representations and gives no warranties that this information is correct, current, complete, reliable or suitable for any purpose. We disclaim all responsibility and liability for any direct or indirect loss, damage, cost or expense whatsoever in the use of or reliance upon this information. 03 October 2022





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# starting a conversation with a young person about mental health

## Conversations about mental health are helpful

Family and friends play a vital role in identifying and supporting a young person who's experiencing the impacts of mental ill-health.

Let your young person know that you care about them no matter what they're going through. This is important and helps encourage young people to seek support early to manage the impact of mental ill-health.

Evidence has shown that having supportive loved ones involved in mental health care creates and improves longer lasting, positive outcomes for young people.

## Conversations about mental health can be challenging

**Talking to young people about mental health can feel hard, especially when you or your young person are uncomfortable talking about sensitive topics like mental health.**

There is no 'right way' to have these conversations. Different approaches work better for different people. It's OK to feel unsure about how or when to start these conversations. No one gets these conversations perfect but taking the time to learn more is a great start.

## How do I know if I need to have a conversation about mental ill-health?

Family members and friends can often tell when something isn't quite right. You might notice that a young person is acting differently, or there are changes to their behaviour.

## Tips for having the conversation

Having a conversation can feel overwhelming. Here are some tips for talking with your young person.

### 1. Check in with yourself

- Ensure that you're feeling calm and open to listening.
- Consider if it is the right time to have the conversation.
- Be aware of your body language and tone of voice.

### 2. Setting the scene

- Think about where.
- It can help to be side-by-side rather than looking directly at each other. Perhaps go for a drive, a walk, or somewhere your young person feels comfortable.

### 3. Be prepared to listen

- Listening to your young person is an important part of the process.
- Take their feelings seriously. Listen carefully, reflect back and don't judge (it can be more useful at times to say nothing than to offer solutions).
- Take a 'you and me vs the problem' approach. This lets them know you'll figure it out together.

### 4. Starting the conversation

- There are many ways to start the conversation. You could begin with general and open questions like: how is [e.g., school/sport] going?
- When focusing on more specific thoughts and feelings, 'I' statements are important: 'I feel like you/I've noticed you [haven't been yourself lately] – how are things?'

**How you talk with your young person will depend on their age and understanding. The language you use should feel natural. If your young person talks about their mental health, reassure them that you're glad and relieved that they're talking to you, you're proud of them, and they're not alone in their journey.**



If you notice changes, it's a good time to have a conversation about what might be happening in their life.



To learn more about these tips visit the link via the QR code on the next page.

# What if I am concerned about their safety?

**If you are concerned about someone's safety it is important that you talk to them directly.**

**Here are some tips to help you:**

- talk openly and honestly (this helps show them that you care)
- let them know that you are concerned about their safety
- acknowledge the difficulty of opening up about thoughts or feelings and reassure them it can help
- reassure them that you'll be there for them and ask what they need from you (they might not know what they need)
- if you're worried about suicide, ask direct questions, such as 'have you ever thought about suicide/ending your life?' (If you're not sure how you might feel hearing 'yes' to this question, seek professional support to help you manage the conversation)
- if you're worried they might self harm you can ask directly, try to understand their reasons and encourage them to seek professional support
- offer to work together to find information and appropriate services, such as headspace, and offer to go with them.

## My young person doesn't want support

Sometimes young people might say there isn't anything wrong and/or refuse help (either verbally or through body language). This can feel overwhelming for family or friends who are unsure what they can do. It's OK for you to reach out for professional support in your role as family.

It's OK to raise your concerns again and again. Opening up can take time so it's important to reflect and keep trying. You could also try different approaches.



**Sometimes support is continuing to let a young person know you're there until they're ready to access support and that you won't give up on them.**

## Self-care

Caring for a loved one who is experiencing a hard time can have an impact on you. Looking after yourself is important as it leaves you better placed to provide help. Importantly, it also lets you show your young person how you manage life's ups and downs.



## Getting support

**For more information and resources for family and friends, or to join a group chat with other parents, visit [headspace.org.au/](https://headspace.org.au/) online-and-phone-support or call 1800 650 890. You can also search for your nearest headspace centre online, or contact Parent HelpLine.**

Here are some other ideas on where to access support:

- suggest other people the young person could talk to like a trusted adult, GP or online/telephone service like eheadspace
- access your own support – clinicians can work with family members to help them support their young person
- access support as a family – family therapy can sometimes feel less confronting for a young person and can reduce feelings that they are 'the problem'
- attend a group parenting education program such as Tuning into Teens.



**If you or someone you know is going through a tough time you can get help and support from headspace, your school, TAFE or university wellbeing service or your local health provider. For more information, to find your nearest headspace centre, or for online and telephone support, visit [headspace.org.au](https://headspace.org.au)**

**If you need immediate assistance call 000 or to speak to someone urgently, please call Lifeline on 13 11 14 or Suicide Call Back Service on 1300 659 467.**

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National Youth Mental Health Foundation

An illustration of a person with brown hair, wearing a green tank top and yellow pants, sitting cross-legged on a light blue surface. They are using a grey laptop. A green speech bubble with the text "We're here to help" is positioned to the right of the person.

We're here to help

# headspace survey

**Have you ever wondered how filling out the surveys at headspace helps you and why we ask you to fill them out each time you attend an appointment?**

Surveys are one of the ways we get your feedback.

Your honest feedback helps us to support you to get the most out of your sessions and appointments.

It helps us identify when we are getting it right and when we aren't, so we can respond and change it up if things aren't working for you.

The information we get from the headspace survey can help start important conversations between you and your worker.

The survey only takes a few minutes to complete. If you have any questions about your survey, ask one of our friendly team members for support.

**How can you complete your survey?**

- The day before; using the link sent to you via SMS and/or email.
- On the day; in centre using our iPads

headspace is government funded initiative, by completing your survey you can help us continue to provide accessible mental health support.