

Information Booklet

Young people

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Acknowledgement of Country



headspace would like to acknowledge Aboriginal and Torres Strait Islander people as Australia's First People and Traditional Custodians. We value your 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.

headspace Colac also acknowledges the Gulidjan and Gadubanud peoples who are the Traditional owners of the region on which we work on.



What is headspace Colac?

headspace Colac is here for young people across the Otway region, providing **FREE** mental health and emotional wellbeing support for people aged 12 to 25.

Whether it's relationship issues, challenges with drugs and alcohol, mental health struggles, bullying, anxiety, depression, or feeling uncertain about the future, we're here to help.

Our focus is to provide early support, to help you build the tools to manage your mental health now and in the future. headspace is safe, young people friendly, confidential, and we are here to help you live a happier and healthier life.

headspace Colac has a '**NO WRONG DOOR**' policy, which means if we're not the right fit for you, we'll help connect you with the right support.

It is important to know that headspace Colac provides support for young people with mild to moderate mental health needs. If you are experiencing a crisis or need urgent help, please call **000**, or reach out to your local emergency services.

You can also access the Colac Youth & Adult Mental Health team on 1300 763 254.

Here at headspace Colac, we have 4 core streams that we work with, which are:

Mental Health & Wellbeing

- Feeling down
- Stressed
- Relationship or family challenges
- Just not feeling yourself



Physical Health & Sexual Health

- Relationship challenges
- Feeling down
- Physical or health issues
- Sexual Health and wellbeing
- Contraception
- Psychology referral
- Pathology requests



Alcohol and other drug services

- Are your relationships, wellbeing, mental health affected by AOD use?
- Do you want support around your AOD use?



Work and study Support

- Struggling at school
- Not sure what classes to do
- Need help writing a resume or finding a job
- Mental health affecting school



headspace Colac opening hours, contact information and location

15-17 Hart St, Colac, Victoria, 3250

Phone: [\(03\) 5232 5520](tel:(03)52325520)

Email: headspacecolac@barwonhealth.org.au

headspace Colac Opening Hours

Monday	9:00am – 5:00pm
Tuesday	9:00am – 7:00pm <i>5-7pm by appointment only</i>
Wednesday	9:00am – 5:00pm
Thursday	9:00am – 5:00pm <i>5-7pm fortnightly by appointment only</i>
Friday	9:00am – 5:00pm
Saturday	CLOSED
Sunday	CLOSED



Inclusive practice

At headspace Colac, we're all about inclusivity. That means we're here for everyone, making sure our space is welcoming, supportive, and responsive to everyone's needs no matter your culture, language, gender, sexuality, lifestyle, values, beliefs, abilities, appearance, or background.

Our centre has:

- Disability access via carparks/ramps
- Gender-neutral & disability bathrooms
- Assistive touch function available on iPads for hearing or sight impaired
- Bright, open waiting areas with natural light and sensory items
- Easy to navigate centre with large rooms



Other support at headspace Colac

Translating and Interpreting Services

We can organise translating and interpreting services to make sure you feel supported. The Translating and Interpreting Service (TIS National) is available if English isn't your first language or if English isn't spoken at home.

More info can be found here: <https://www.tisnational.gov.au/en>

Language Loop is also available for translation, interpreting, and phone interpreting, so language is never a barrier.

More info can be found here: www.languageloop.com.au

Hearing impaired

The National Relay Service (NRS) offers phone service for anyone who is deaf or has a hearing or speech needs.

- TTY/voice calls: [133 677](tel:133677)
- Speak & Listen: [1300 555 727](tel:1300555727)
- SMS relay: [0423 677 767](tel:0423677767)
- Website: <https://relayservice.gov.au/about/>

HELLO



headspace Colac care journey

Accessing headspace Colac

There are a few different ways you can enquire about support at headspace Colac:

- Coming in to visit us at our centre at 15-17 Hart Street, Colac
- Email us at headspacecolac@barwonhealth.org.au
- Giving us a call on [\(03\) 5232 5520](tel:(03)52325520)
- Online form
<https://headspace.org.au/assets/Uploads/Centres/Colac/headspace-Colac-self-referral-form.pdf>



An adult in your life can also fill in a referral form for you such as a GP, teacher, employer, or sporting coach, as long as you consent to them doing so.

Our referral form form can be found on our website also:

<https://headspace.org.au/headspace-centres/colac/>

When you first connect with headspace, you will fill out a self-referral form. This includes information like your name, contact details, and a bit about why you are coming to headspace.

One of our clinicians (mental health professional) will be in touch with you within 24 - 48 hours from the day you came into the centre, called, or emailed your referral form, to understand how we can support you. After this, we will match you with the right clinician to support you on going. If we're not the best fit for your needs, we'll help connect you to a service that is.

If necessary, you may be placed on a waitlist. If on our waitlist, we will provide some digital supports while you wait and check in with you to see how your doing.

headspace Colac care journey

Before a session

The day before your session, you'll get a reminder text with the time and date. You can also call us at headspace Colac on [\(03\) 5232 5520](tel:(03) 5232 5520) if you need to cancel or reschedule.

You'll also receive a follow-up text with a link to a survey called hAPI, which is confidential between you and the clinician you will be working with. Your hAPI survey helps us to check in with how you're doing and support you in sessions.



Sessions

We offer appointments in person, by phone, or via telehealth. Telehealth lets you talk to a headspace worker through a video or phone call rather than in person.

headspace provide short term - medium term support, typically around 6 to 10 sessions. Frequency of appointments is up to you, some people see their clinician weekly, fortnightly or just when needed.

You can also choose to have a family member, friend, or carer join you if it helps you feel more comfortable.

Transition

Once you have completed all of your sessions or reached your goals, your clinician will talk with you about wrapping up your support. This might mean a referral to another service or simply closing your file with us.

If you decide you no longer need headspace services, you can withdraw at any time. You're also welcome to return to headspace Colac at any stage in the future.

Privacy and Confidentiality

When you talk to someone at headspace Colac, what you say stays private. We know that privacy is important, so we won't share anything you say without your permission. We'll go at a pace that feels comfortable for you, and we'll involve you in decisions about your support. After each session, our headspace Colac team will write down notes about what you discussed, which are stored safely on Barwon Health's electronic record system.

Your family or friends might be involved in your care if you want them to be, but we'll only share information if you're okay with it. We can find ways for them to be involved without breaking your confidentiality.

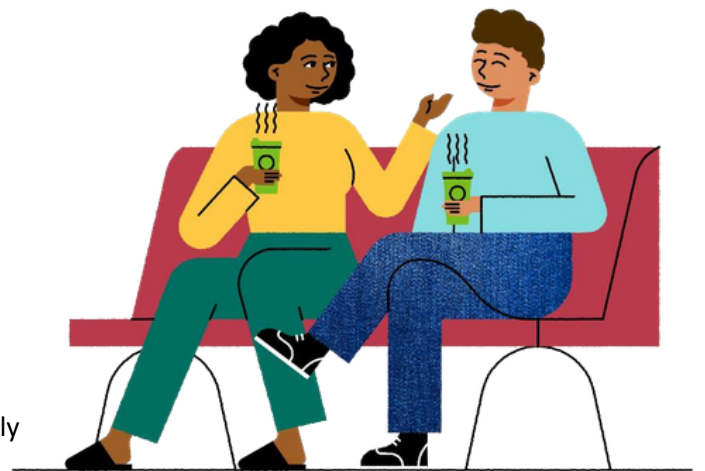
It's really important for us to build trust with you, so whatever you discuss with your clinician will be private unless there's a reason to share it, like if there's a serious risk to your safety or someone else's. If we do need to tell someone, we'll always explain why, and we'll only share it with the people who need to know.

Rights and Responsibilities

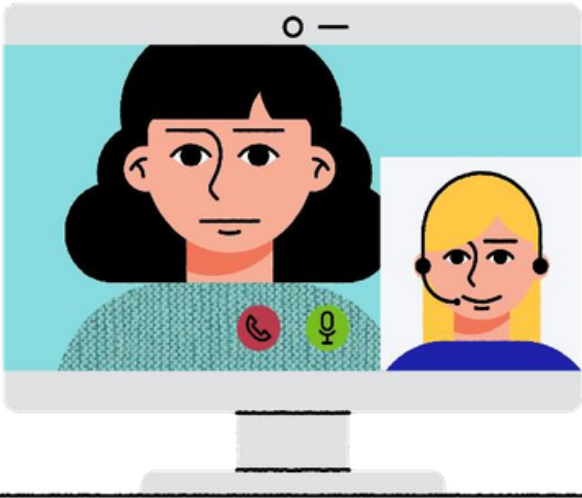
You and your family or friends have certain rights and responsibilities when you're getting support and care at headspace Colac.

Your Rights:

- **Respect:** You have the right to be respected for who you are, no matter your age, lifestyle, culture, gender, disability, language, sexual orientation, or religion.
- **Be Heard:** You can speak up and be taken seriously, with no judgment. Your views and opinions are welcome, valued, and encouraged.
- **Privacy:** Your information is kept private.
- **Involvement:** You have the right to be part of decisions about your care, treatment, and planning.
- **Get Info:** You can ask questions and learn about our services.
- **Family & Friends:** You can choose to have a family member, carer, or friend involved in your care.
- **Know Your Rights:** You'll be informed about your rights and responsibilities.



Your Responsibilities:



- **Respect Others:** Respect headspace Colac staff and others, regardless of their background.
- **Appointments:** Let us know if you can't make an appointment.
- **Safe Space:** When having a phone or video appointment, make sure you're in a private and safe place.
- **Be Considerate:** Respect the property of others and headspace.
- **Substance-Free:** Please don't come to appointments under the influence of alcohol or other substances.

Feedback



We're all about improving, so we'd love to hear from you! Whether it's compliments, complaints, or suggestions, your feedback helps us make headspace Colac the best it can be. You can scan the QR on the feedback cards at our reception or access it on the Barwon Health website: <https://www.barwonhealth.org.au/contact/compliments-complaints/>



Other ways you can reach us are:

- Phone: [\(03\) 5232 5520](tel:(03)52325520)
- Email: headspacecolac@barwonhealth.org.au

To provide feedback on our social programs like dungeons or dragons or express interest in activities or participation opportunities head to the headspace Colac Instagram Bio links and follow the prompts.

Support for Young People

There's more than just headspace Colac! Check out these extra services from headspace National:

- **eheadspace:** www.eheadspace.org.au
- **Connect with us:** talk online for 1-on-1 support with a trained clinician, from 3pm to 10pm, 7 days a week. It's free, safe, and confidential. <https://headspace.org.au/online-and-phone-support/>
- **Monthly Chat Series:** Join online sessions with mental health clinicians on topics relevant to young people. <https://headspace.org.au/online-and-phone-support/join-the-community/>
- **Interactive Modules:** Access online activities to help with goal setting, sleep, and more when you need them. <https://headspace.org.au/interactive-activities/wellbeing/>

Other Resources



headspace Youth Reference Group (YRG)

headspace Colac Youth Reference Group or YRG for short is a space for young people (ages 14-25) who are keen on making a difference in youth mental health and being active in the community. We meet once a month, and as part of YRG, you'll:

- Help plan and run events and programs for young people
- Shape the centre to be young people friendly
- Meet other young people with similar interests and passions
- Build leadership experience
- Get access to training opportunities
- Gain skills to put on your resume

If this is something you're interested in, you can contact us or apply using our QR code! We're super keen on hearing the voices of Aboriginal and Torres Strait Islander young people, people from different cultural and language backgrounds, young parents, young people of diverse sexualities and genders, and young people who have been homeless. You can also contact us on:

Phone: [\(03\) 5232 5520](tel:(03)52325520)

Email: headspacecolac@barwonhealth.org.au

To find out more about our **family and carer reference group** contact us for further information



what's on at headspace Colac?

Check out headspace Colac's Facebook and Instagram accounts for regular updates and information on events and programs in our community available to young people.



Facebook: <https://www.facebook.com/headspaceColac/>



Instagram: <https://www.instagram.com/headspacecolac/>

FAQ's For Young People

How can I access headspace Colac?

You can access our services yourself! If you don't feel comfortable doing that, your family, carer, friends, or service provider (like your GP) can contact our centre, as long as you've consented. If you're 15 and under, you'll need a parent or carer's consent. To access you can:

- Phone: [\(03\) 5232 5520](tel:(03)52325520)
- Email: headspacecolac@barwonhealth.org.au
- Visit in person: talk with one of our clinicians
- Online referral forms:

Self-referral form:

<https://headspace.org.au/assets/Uploads/Centres/Colac/headspace-Colac-self-referral-form.pdf>

Service provider referral form:

<https://headspace.org.au/assets/Uploads/Centres/Colac/headspace-Colac-service-provider-referral-form.pdf>

What does support look like?

You'll have access to at least 6-10 sessions at headspace Colac where we'll work with you in a goal based and person-centred approach. Always remember to chat to your clinician about sessions and how many might suit you.

What is Telehealth?

Telehealth lets you talk with a headspace worker through phone or video call instead of coming into the centre. It's a great option if you live out of town or feel anxious coming in.

How does Telehealth work?

Our admin team will send you a link via Health Direct that you can open on a computer, laptop, iPad, or tablet with no account needed! Just click and you'll be connected with your clinician!

What if I'm at school during the day?

With your consent, we can work with your school's wellbeing team to set up a private space and computer during school times.

What happens if other people are home when I'm using Telehealth?

Try finding a quiet space where you feel comfortable talking, like your backyard or bedroom. You can also let others know you're on a call and ask for some privacy. If that is difficult, let us know and we can figure out a better solution.

What areas does headspace Colac service?

We service:

- Colac
- Irrewarra
- Camperdown
- Lorne/Apollo Bay
- Winchelsea
- Lavers Hill
- Birregurra
- Beeac
- Timboon
- Barongarook
- Cobden
- Simpson

FAQ's For Young People

Am I allowed to get support?

Young people aged 12 to 25 can access support. headspace Colac is NOT a Crisis centre, if you are in crisis, please **Ring 000**.

Local supports available:

- Colac Area Health Urgent Care: 03 5232 5100
- Colac Youth Mental Health Team: 1300 763 254
- Barwon Health & Child Triage (24/7): 1300 094 254
- Meli Youth Homelessness: 03 5231 4740

How long do sessions go for?

Counselling sessions: Up to 1 hour (it can finish earlier depending on you and the clinician!)

What if I can't find the right support at headspace Colac?

If our services aren't quite the right fit, our staff can help connect you to other supports, with your consent (and if needed, parent or carer consent)

How much does it cost?

We are completely **FREE!**

Can I bring someone to my session?

Yes! If you feel better with someone there, they're welcome to join as long as you're comfortable with it.

What's the waitlist like?

Our waitlist can vary, for an updated time estimate, give us a call at (03) 5232 5520. It is unusual for us to have a waitlist.

Why do I have to fill in a survey when I come to my appointments?

This survey (which we call a hAPI) goes to your clinician and gives them an idea of how you've been feeling and doing. This helps them better understand how you're travelling so they can better support you in your sessions.

I'm not getting along with my clinician, is it okay if I see someone else?

It sure is! If you're finding that you're not connecting with your worker we encourage you to talk to us about this. Just ask your clinician or another headspace worker and we can explore options and the challenges you may be facing.

Will my info be shared with others?

Your info will stay private and is only shared with people you consent to sharing it with, unless there is a safety risk.

How can my family and friends support me outside of the centre?

They can help by creating a supportive, non-judgmental environment, understanding your triggers, and supporting your daily routine.

What if I'm not improving or things get worse?

If you don't feel like you are improving or things are getting worse, reach out to your clinician to talk about the next best steps for support. If you are in crisis, please call **000**.