



**headspace**  
Launceston

## Information pack for young people



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

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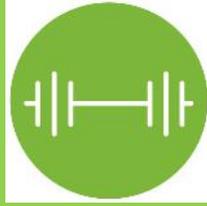
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Rights and responsibilities continued

headspace Launceston is an open and welcoming environment for young people aged between 12-25, along with parents, carers, friends etc. We deliver cost free services and support young people in four keys areas which include:



Mental Health



Physical Health



Vocational Assistance



Alcohol & other drugs

headspace is a good place to seek help if a young person:

- Feels sad, anxious, worried or worthless
- Is having difficulty with something in their life
- Needs help with any type of health issue
- Is concerned about their use of alcohol and/or other drugs
- Is worried about a friend or family member
- Needs advice about work or study

headspace is committed to embracing diversity and eliminating all forms of discrimination in the provision of health services. headspace welcomes all people irrespective of ethnicity, lifestyle choice, faith, sexual orientation and gender identity.

**Please note—headspace provides time limited services for mild to moderate difficulties. headspace is not an emergency service. If you or a person you know need immediate support or medical assistance contact**

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

**Mental Health Helpline - 1800 332 388**



## Centre details

### Our business hours

Monday	9:00am—5:00pm
Tuesday	9:00 am—5:00pm
Wednesday	9:00am—5:00pm
Thursday	9:00am—5:00pm
Friday	9:00am—5:00pm

### After Hours

You can contact eheadspace through:

Chat at [eheadspace.org.au](https://eheadspace.org.au), 7 days per week from 9am—1am AEST.

Call eheadspace on 1800 650 890, 7 days per week from 9am—1am AEST

We are located on the corner of Brisbane and Wellington Street. Launceston (opposite Morty's Food Court)

For a virtual walkthrough, type this link into your computer browser -

[https://www.youtube.com/watch?v=54dRQZ\\_pBy8](https://www.youtube.com/watch?v=54dRQZ_pBy8)



## How do I make an appointment?



**Mental Health**  
**Vocational and Employment Assistance**  
**Drug and Alcohol**

Drop into headspace to complete our referral form! Alternatively, you can complete an e-referral, print the referral form off on our website to complete and bring in to us, or email to us. The link to our website is:

<https://www.cornerstoneyouthservices.com.au/headspace-launceston/>

You will get a call within two working days from our Access Worker, to confirm your information, have a brief chat and organise an engagement appointment if appropriate.

The engagement appointment with an Access Worker will be around 30 minutes. We will gather more information and look at planning pathways and support options at headspace or other services.



### Physical Health– GP and Nurse Service

You can still drop in to headspace and see a nurse on the day! Just fill in our registration form so we have your basic details, complete a brief iPad survey and our nurse can see you. Alternatively, you can book a GP appointment with our reception staff.



## What happens after my appointment?

If a young person chooses to continue with headspace these are some of the options we can discuss:

- Brief intervention and problem solving with a qualified clinician
- Early intervention and supportive counselling with a clinician
- Access to a doctor or nurse for physical or mental health issues
- Study or vocational assistance with a work and study specialist
- Alcohol and drug assistance with a qualified alcohol and drug counsellor
- Single session family chat
- Referral to other agencies best suited to the young person and/or family's needs. If a young person needs a referral from a doctor to access a particular service, headspace can arrange this.
- Options to link in with group services at headspace or out in the local community

If you were linked in to headspace, appointments usually take between 50 minutes to complete and sessions with a doctor can be shorter (20 minutes for a single appointment, or 40 minutes for a double appointment). We bulk bill all appointments at headspace and are cost free for you.

**If you are unsure about appointments, please check with our reception staff.**

**Appointments at headspace are in high demand so it is important that you attend any appointments that are made for you, or let our reception staff know if you are unable to attend via phone call or dropping into headspace.**



## While you are waiting for you're appointment

At headspace we encourage self-care. Being kind to yourself, maintaining and also maximising your wellbeing is important for a healthy headspace. Here are a few ideas:

- Eat well and drink plenty of water
- Get a good night's sleep
- Reduce your screen time
- Get active
- Engage in a hobby
- Spend time with family and friends
- Check in with your emotions when comfortable



There are a number of ways you can look after your mental health and wellbeing every day. Getting information to help you make good decisions is available in a number of ways: Reading pamphlets or fact sheets, listening to podcasts, watching information videos about others who have had similar experiences, or talking to a trusted friend or adult for guidance and advice.

Please visit our headspace website for information and our fact sheets: [www.headspace.org.au](http://www.headspace.org.au)



## Are you a Parent or Carer?

headspace is a family and friends inclusive service. We believe that families and friends play an important role in a young person's journey to a better wellbeing. Here are some ideas for supporting your young person:

- **Keep communication open**, show empathy and don't rush into judgements
- **Be available** without being intrusive or 'pushy'
- **Spend time with your young person**. Take an interest in their activities and encourage them to talk about what's happening in their life.
- **Encourage and support positive friendships**.
- **Encourage activities that promote mental health**, such as exercise, healthy eating and regular sleep.

Whether your young person is ready to access our support services or not, we encourage you to make contact with us and discuss ways we might engage your young person or how you can be supported to care for your young person.

If you would like to talk to a headspace worker, please call us. You may be booked into an appointment or offered support over the phone.

**Before making contact with us,  
it is a good idea to talk with your young person about it first.**



## headspace online support

### eheadspace

eheadspace is a confidential and secure space where young people aged 12-25 years can web chat, email or speak on the phone with a qualified youth mental health professional. The eheadspace service operates seven days per week from 9am-1am daily AEST. eheadspace services are free, but mobile charges apply.

For more information please visit [eheadspace.org.au](http://eheadspace.org.au), or call 1800 650 890

### headspace website

The headspace website is a place for anyone in the community to find information on mental and physical health, work and study, drugs and alcohol and how to get help. The website contains useful resources, friends and family section, access to the Digital Work and Study service.

The headspace website also contains 'Decks' an innovative way for young people to interact with the headspace website. Decks' are bite-sized modules of interactive content that encourage young people, family and friends to actively reflect on their own needs, engage in skill building and set meaningful goals to improve their mental health.

Please visit [www.headspace.org.au](http://www.headspace.org.au) for more information

**Please follow headspace Launceston on Facebook to keep up to date with information, recourses and events happening in the local community.**



## hART—Youth Reference Group

### Are you aged between 16 and 25?

Tell us what you think about the mental health and wellbeing of young people.

The headspace Advisory Reference Team is a group that provides consultation with headspace staff in order to better cater for the diverse needs of youth in all areas of healthcare. Are you:

- Suffering, or do you know anyone that suffers from mental illness?
- Wanting to know how to maintain your mental health?
- Interested in helping your community?

We would love to hear from you.

### You will:

- Meet like minded people
- Have fun in a team environment
- Provide feedback to improve youth mental health services
- Develop new skills
- Make a difference in your local community

The local headspace Advisory Reference Team meets every month on a Tuesday from 5:30pm at headspace Launceston, sign up to find out when the next meeting is!

To sign up for our hART team, please complete registration form available at headspace Launceston and headspace Devonport. Once completed, you can return to the admin staff, send an email to—[afilgate@csys.com.au](mailto:afilgate@csys.com.au), or take a photo of the form and send to 0400 476 894.

## Extra information and resources

### 24 hour support lines

Kids Helpline—1800 551 800

Mental Health Helpline— 1800 332 388

Suicide Call-back Service— 1300 659 467

Lifeline—13 11 14

MensLine Australia—1300 789 978

Drug & Alcohol Counselling (After hours) -  
1800 811 914

### Youth beyond blue—youthbeyondblue.com

→ Information, online chat, email and 24/7 phone support.

### Q life—qlife.org.au

→ Online chat and phone counselling for LGBTIQ young people

### Reach Out—reachout.com

→ Information, tools, forums & apps.



### [www.headtohealth.gov.au](http://www.headtohealth.gov.au)

Head to Health contains approximately 378 mental health services and resources funded by the Australian Government.

Head to Health contains links to mental health websites created by trusted organisations that give specific information and advice on mental health topics. There are also evidence based apps and programs, dedicated forums and other peer to peer support, plus phone, chat and email services if you are looking for confidential and professional support.



## Consent and Confidentiality

### Consent

headspace is a voluntary service. This means health workers can only provide treatment to young people who give consent. This is something we will ask a young person when they attend.

**If the young person is under 18:** A parent or legal guardian is the appropriate person to give consent to access our service. In some cases young people can consent to treatment without parental permission.

**If the young person is over 18:** We will work with the young person to involve their family and friends in ways they are comfortable with, and that are beneficial to a young person's wellbeing.

### Collection of personal information

To provide you with the best possible support, care and treatment, and continue to improve our service, we collect information about all the young people who attend our centre, the services they receive and the outcomes they achieve.

Before you access our services, we will ask you to provide us with some personal information about yourself, such as your name, date of birth, address etc. We may also ask your permission to collect information about you from other health workers, such as your doctor.

headspace will also create a file for you, to document all the care you receive. We can only collect this information from you if you give consent. If there is information you don't want us to collect, please tell us. We are happy to discuss this with you when you attend.

### Confidentiality

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 your headspace worker about confidentiality to ensure you understand how it works.

Australian Government Department of Health

# Rights & Responsibilities

## Your Rights

- To be treated with respect and dignity.
- To be able to tell the staff how you feel.
- To receive services that are free from discrimination.
- To know that you can make a complaint and how to do this.
- To be provided with information and options.
- To make your own decisions about the support you receive.
- To access your file and information that is recorded about you.
- To have your privacy respected within legal boundaries.

## Your Responsibilities

- To be respectful of others, including staff, volunteers, and other clients.
- To be respectful of Cornerstone's property.
- Provide accurate information about yourself in order to receive the best service possible.
- To respect the privacy of others who access Cornerstone services.
- To respect the rights of others to feel safe.
- To respect the cultural background of others.
- To attend your appointments or notify prior to the appointment if you need to cancel or re-schedule.
- To let us know if you are not happy with anything about any of our services.

## Getting the support that's right for you

When you talk to a headspace worker, it's important you feel safe and comfortable. Some people prefer to seek support from someone of the same gender, or someone who understands their cultural background.

If you don't think your headspace sessions are working out, you have the right to work with someone you connect with. If you feel comfortable, you can talk with your worker about how you are feeling and together you can find a way forward. If you don't feel comfortable talking to your worker, that's OK. All you need to do is let us know through our admin staff, and we will take it from there and get back to you.

# Rights & Responsibilities

## Our Responsibilities

- To treat everyone with respect and dignity.
- To inform you about your options for support.
- To involve you in making decisions about the support that you receive.
- To respect your privacy and confidentiality within legal boundaries.
- To allow you to access your personal information.
- To deliver high quality services in a safe manner.
- To deal with all complaints fairly and promptly and without retribution.
- To take into account your views when planning, managing and evaluating the services.

## How to make a complaint, complaint or general feedback about our services

If you are not happy with any part of our services you can make a complaint. Your complaint will be treated seriously, respectfully and confidentially.

You can make a complaint yourself or through a friend or support person. You can give us the complaint in writing or you can speak to any of our workers to let them know you would like to make a complaint. Your complaint will go to the Manager who will contact you within 48 hours. They will work with you to try and resolve the matter.

If you feel unhappy with the result or how the complaint was handled you can ask to speak to the Chief Executive Officer (CEO). Your complaint may be referred to someone outside of headspace (for example Anti-Discrimination Commission, the Ombudsman or other legal process).

If the complaint involves a criminal offence it will be referred to the CEO who will refer it to the police.

## Your Feedback

We want you to feel satisfied with every aspect of the service you receive from headspace. We welcome your feedback as it helps us to evaluate the services we offer and make improvements where necessary. Let us know what has worked well for you and what things might make it better, you can do this in person, by phone or by emailing us at [headspace@csys.com.au](mailto:headspace@csys.com.au).

### Any other questions?

Please speak to one of our workers if you have any questions about what happens while you are a client of headspace.