




# welcome pack for families & friends

## headspace Greensborough

 Level 1/78 Main Street, Greensborough  
Monday & Thursday 10am—6pm  
Tuesday & Wednesday 9am—6pm  
Friday 9am—5pm  
 (03) 9433 7200  
 [headspacegreensborough@mindaustralia.org.au](mailto:headspacegreensborough@mindaustralia.org.au)

## headspace Plenty Valley

 EDGE Youth Services, Westfield Plenty Valley  
Monday—Friday 9am – 5pm  
 (03) 9433 7200  
 [headspacegreensborough@mindaustralia.org.au](mailto:headspacegreensborough@mindaustralia.org.au)



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headspace would like to acknowledge Aboriginal and Torres Strait Islander peoples as Australia's First People and Traditional Custodians. We value their cultures, identities, and continuing connection to country, waters, kin and community. We pay our respects to Elders past and present and are committed to making a positive contribution to the wellbeing of Aboriginal and Torres Strait Islander young people, by providing services that are welcoming, safe, culturally appropriate and inclusive.

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.

headspace centres and services operate across Australia, in metro, regional and rural areas, supporting young Australians and their families to be mentally healthy and engaged in their communities.

# welcome to headspace

**headspace is a family and friends inclusive service. headspace believes that family and friends play an important role in a young person's journey to better wellbeing. We understand that there are many different types of family and friends that are important in a young person's life, including:**



## All types of families:

Nuclear, extended, blended, single-parent, heterosexual, same-sex, gender diverse couples



## Significant others:

Friends, teachers, mentors, kinship relations, spiritual care leaders



## Non-parental care-givers:

Partners, foster parents, grandparents, god-parents, adoptive parents, other family members



We know from research that involving family and friends in a young person's care can lead to better health outcomes for young people<sup>1</sup>.

Wherever possible, we advocate for and provide meaningful opportunities for family and friends to directly participate in our services.

How you can be involved in supporting your young person will depend on many things—including the young person's age, life experience and their feelings about family involvement.

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

This pack will introduce you to our service and where you can find further information and support for you and your young person.

<sup>1</sup> Hopkins, L., Lee, S., McGrane, T., & Barbara-May, R. (2016) Single session family therapy in youth mental health: Can it help? Australasian Psychiatry, Advance online publication, doi: 10.1177/1039856216658807



# what is headspace?

headspace is the National Youth Mental Health Foundation.

headspace is a free and voluntary service.

We deliver services and support to young people aged 12 to 25 and their family and friends in four key areas:

- mental health
- work, study & school
- alcohol & other drugs
- physical & sexual health

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

- needs help with any type of health issue
- is having difficulty with something in their life
- 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
- needs to discuss relationships, sexuality or their sexual health

## mental health difficulties and young people

Mental health difficulties are the most common health challenges for young people. Between 20 to 25 per cent 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.



### please note

headspace provides time-limited services for mild to moderate difficulties. It is not an emergency service. If you or your young person need immediate support or medical assistance, contact:

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

If your young person is experiencing more severe difficulties, they may be eligible for specialist clinical mental health services. For contact details, see the Further Information and Support section (end page).

# common myths and facts about mental health difficulties

## myth

There is no hope for people with a mental illness.

## fact

There are many supports, treatments and community services available. People with a mental illness can lead active, productive and healthy lives.

## myth

Non-qualified people can't help people with a mental health difficulty.

## fact

Friends and family can offer important help and support. When family and friends speak and act positively towards a young person with a mental health difficulty, they create an environment that builds on a young person's strengths.

## myth

Mental health difficulties are caused by genetics.

## fact

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



# what happens when a young person visits headspace?

## at the first visit

The first time a young person visits headspace, they will:

1. Fill in a registration form
2. Complete a brief 15-20 minute survey on an iPad
3. See a headspace worker
4. Talk about their wellbeing and what they want help with
5. Complete an assessment.

## after the first visit

If a young person chooses to continue at headspace, they will work on goals with their headspace worker, such as:

- brief intervention and problem solving with a qualified counsellor
- early intervention and supportive counselling with one of our team
- have access to a registered nurse for physical or mental health difficulties
- have access to study or vocational assistance with a work and study specialist
- have access to alcohol and drug assistance from an alcohol and drug counsellor
- access to referral to other agencies best suited to the young person and/or their family's needs.

## what is the survey, and how does it help?

### Ever wondered why a young person is asked to complete a survey every visit?

They're one of the ways we get their feedback. By routinely asking about their wellbeing, we can see how they're going and whether what we're doing together is helping or not.

**The young person is the expert on themselves.** Their honest feedback helps us help them get the most of our appointments.

The headspace surveys are voluntary, but they are also very helpful.



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



### Can I access headspace on behalf of my young person?

Whether your young person is ready to access our 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 them.

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.

If your young person is engaged or is willing to engage with headspace, ask us about the support and involvement we offer to family and friends.



# consent and confidentiality

## Consent

headspace is a voluntary service. 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 you would like a copy of our Consent Policy, please speak to a headspace worker.

### If the young person is over 18:

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 the young person's wellbeing.

### 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, these young people can consent to treatment without parental permission.

## Confidentiality

When a young person talks to a headspace worker, nothing they say can be passed onto anyone else without their permission unless the young person:

- 1) is at risk of harming themselves or someone else
- 2) is at risk of being harmed by others, or
- 3) 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.



# self-care

At headspace we encourage self-care.

Here are a few ideas:

- Eat well and drink plenty of water
- Get a good night's sleep
- Unplug your phone, television or computer
- Get active
- Engage in a hobby
- Spend times with friends
- Practice gratitude—notice those things in life you are grateful for
- Check in with your emotions in a space where you feel comfortable.



### **families with English as a 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 on mental health in a language other than English, please speak to a headspace worker who can access some information about mental health in your preferred language.

### **how can family and friends contribute to headspace?**

Family and friends' involvement in the delivery of our services is important to us. if you would like to provide input into how we engage with family and friends as a service, please speak to a headspace worker.

## **groups at headspace Greensborough**

headspace Greensborough have a range of group programs available for young people to explore thoughts, ideas, and to learn new skills with other young people in a safe and a supportive space. We offer groups throughout school terms, which range from art therapy, gaming, and music.

For more information on the range of current group programs available, or to make a suggestion about a group that you would find beneficial to have in the community, please speak to a headspace worker or contact [headspacegreensborough@mindaustralia.org.au](mailto:headspacegreensborough@mindaustralia.org.au)

### **Tuning Into Teens**

headspace Greensborough offers Tuning Into Teens, a 6 to 8 week parenting program run one evening a week for 1.5 hours. it is based on the concept of Emotional Coaching, and will teach you to manage your own and your adolescent's emotions in ways that help you remain close and keep communicating. By learning these skills, your teen is more likely to talk to you about the challenging issues they face and you are less likely to have as much conflict within your family. These are factors that have been found to reduce the risk of mental health and substance use problems. Please speak to a headspace worker to express your interest in this program.

### **youth reference group**

headspace Greensborough and headspace Plenty Valley work closely with a group of young volunteers who provide valuable input into our centre to ensure it is accessible and youth friendly.

Watch Maddy's Video on her experience of being part of the youth reference group (formally known as YAC) [here](#).

# The following agencies also provide information and support to young people:

## state agencies

**DirectLine**  
[directline.org.au](http://directline.org.au)  
1800 888 236

- Information and support for people affected by someone else's alcohol and drugs use
- Online chat & phone support 24/7

**YoDAA—Youth Drugs and Alcohol Advice**  
[yodaa.org.au](http://yodaa.org.au)  
1800 458 685

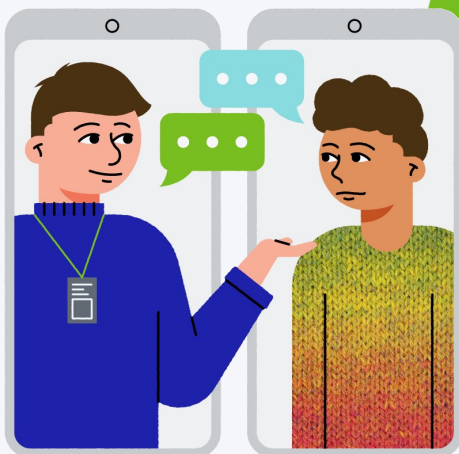
- Phone support 9am—8pm weekdays

**Mind Australia Carer Helpline**  
1300 554 660

- Information and support to carers of people with mental ill-health
- Assistance navigating the mental health system and NDIS

**Child FIRST—Children's Protection Society**  
[services.dffh.vic.gov.au/child-first-and-family-services](http://services.dffh.vic.gov.au/child-first-and-family-services)  
1800 319 355 (North East region)

- An easily accessible, community based point of entry for children, young people and families needing support.
- Child First & Family Services aim to promote the safety, stability and development of vulnerable children, young people and their families, from birth to 17 years, by providing case work service and linking families with relevant support services



## national agencies

**eheadspace**  
[headspace.org.au/online-and-phone-support](http://headspace.org.au/online-and-phone-support)  
1800 650 890

- Online chat & phone support 9am—1am every day

**beyondblue**  
[beyondblue.org.au](http://beyondblue.org.au)  
1300 224 636

- Information about supporting someone with depression or anxiety
- Online chat & phone support 24/7

**Black Dog Institute**  
[blackdoginstitute.org.au](http://blackdoginstitute.org.au)

- Information about supporting someone with depression or bipolar disorder

**Carers Australia**  
[carersaustralia.com.au](http://carersaustralia.com.au)

- Carer counselling, advice, advocacy, education and training

**QLife**  
[qlife.org.au](http://qlife.org.au)  
1800 184 527

- Information about supporting people who are lesbian, gay, bisexual, transgender, intersex, queer or questioning
- Online chat & phone support 3pm—12am every day

**Reachout**  
[au.reachout.com](http://au.reachout.com)

- Information about supporting young people with mental health difficulties

**Sane Australia**  
[sane.org](http://sane.org)  
1800 187 263

- Information about helping someone experiencing a mental health crisis
- Online chat & phone support 10am—10pm weekdays

## what is a mental health care plan?

If your young person needs further professional support, they may be eligible for a Mental Health Care Plan (MHCP).

A MHCP allows a person to access rebates for mental health care services. To work out whether a MHCP is appropriate for your young person, they will need to see their doctor.

# a youth-focussed shared care model

**headspace Greensborough and headspace Plenty Valley want young people to feel that they can have their say in the kind of care they have when working with their headspace clinician.**

This means that we will check in with you at every session to see how things are going for you, and if you would like to make any changes.

Together with your clinician you can discuss and make plans that will help you focus on your mental health and reaching your goals.



## **Some of the questions we may ask you:**

- How do you feel about working together to make a decision?
- What level of involvement do you want in your care?
- What are your thoughts, ideas, or fears about what is happening for you?
- How do you like to receive information (e.g. talking, written in an email, or on paper)?

**This is your life, and we want to support you in the way that you want to be supported.**