



# welcome to headspace Hedland

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We acknowledge and celebrate the Kariyarra people as the Traditional Owners of Hedland and we pay our respects to Elders, past and present and those emerging.



Everyone is welcome at headspace

# why it's good to get support

Getting support early can help reduce the chance of developing more serious problems later on. Early support often involves a few appointments where you can focus on your goals. We encourage you to build on existing strengths and resources, to explore new ideas and develop a plan for making change - with support from our team.

headspace can help if you're:

- feeling down
- stressed or worried more than usual
- having trouble with your relationship, family or friends
- wanting to talk about sexuality or gender identity
- just not feeling yourself or you've noticed you're thinking, feeling or acting differently
- feeling a change in functioning e.g. not keen to attend school, work or hobbies

## do you need urgent support?

headspace is not a crisis service.

If you, or someone you are with, are hurt or need immediate support, please call 000.

If you feel like you might act on any thoughts or plans to harm yourself, contact:

Lifeline: 13 11 14

- for people of all ages
- 24/7 telephone support
- online web chat nightly with a counsellor

Suicide Call Back Service: 1300 659 467

- for people aged 15 years or over
- 24/7 telephone, video or online counselling with a mental health worker

If you're experiencing more severe difficulties, you may be eligible for specialist clinical mental health services. For more information see the back of this booklet.

# getting support

There are many ways to access information and support about your mental health and wellbeing. You're in charge and can choose the way that suits you best

## headspace services

- headspace is here for you. We can talk through best options if you are looking for support and also provide information and education. We will do our best to understand what is going on and support you to find the best support available.
- you can contact headspace Hedland in person or via phone or email. Family and friends can also make contact on your behalf with your consent.
- support is also available for family and friends - visit our website for more information.

## how long will an appointment take?

Appointments are usually between 50 to 60 minutes. Sessions with a doctor may be shorter.

## how much will an appointment cost?

Services at headspace Hedland are free.

## information & resources

- the headspace website includes information about mental and physical health, work and study, drugs and alcohol, how to get help and how family and friends can support you when you're going through a tough time.  
Visit [headspace.org.au](https://headspace.org.au)
- there are also printed resources on a range of topics available at the headspace centres.

## online & phone services

- eheadspace provides free online and telephone support to young people aged 12 to 25 and their families and friends. It's a confidential, free and safe space to talk about what's going on.
- eheadspace is open 9am – 1am (AEST) 7 days a week.
- visit [eheadspace.org.au](https://eheadspace.org.au) or phone 1800 650 890.
- other online support includes Digital Work & Study and headspace Telepsychiatry. Visit [headspace.org.au](https://headspace.org.au)

## who provides services at our hubs

At headspace Hedland you can work with a range of health professionals, including:

- psychologists
- social workers
- social and emotional wellbeing workers
- occupational therapists
- sexual health nurse

These health professionals work together to make it as easy as possible for you and your family to get the help you need with anything affecting your wellbeing.

## english as a second language

Our services are provided in English, however we use interpreter services to ensure all young people and families can access support.

## information for young people

### visiting headspace for the first time

We aim to provide ideas and support that is centred around your needs. Before speaking to a wellbeing worker, we will ask you to complete an online survey. This can be done through a link on your phone or on a tablet at headspace. The link will also provide you with more information around privacy and confidentiality at headspace.



**Fill in a  
referral  
form**

**complete a  
brief survey on  
a tablet or  
your phone**

**see a  
headspace  
worker**



We will then have a conversation around:

- why you are reaching out for support
- what your main goal for change is
- your strengths and resources
- what has been getting in the way
- next steps and best options for you to choose from

## **getting the right support**

When you talk with a headspace worker, it's important that you feel safe and comfortable. Some people prefer to seek support from someone of the same gender, or someone who understands their cultural background. We'll do our best to make sure this happens.

If you don't think your headspace sessions are working out, there could be a few reasons. It might be because it is hard to talk through certain issues, or it might be that you and your worker are not the right fit.

Whatever the reason, don't give up. 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 about this, that's OK. All you need to do is let us know through our admin staff. We'll take it from there and get back to you.

# keeping a healthy headspace

Good mental health and wellbeing allows you to live your life in a positive and meaningful way and cope with life's changes and challenges.

There are a number of ways you can look after your mental health and wellbeing every day.

Here are a few ideas:

- eat well and drink plenty of water
- get enough sleep
- unplug your phone, television or computer
- stay active
- engage in a hobby
- stay connected to others
- cut back on alcohol and other drugs

## what's on at headspace

At headspace, we offer a range of options for you to access information and supports including groups, information sessions and therapy programs.

Our groups are run by headspace workers. Groups run during school terms, however, special programs may also be offered during school holidays.

Our therapy programs cover the following areas:

- social and leisure
- work and education
- creative expression
- family and friends
- personal development /wellbeing

## your participation

We believe that your involvement is key to our ability to provide the best services possible.

Our youth reference groups offer meaningful opportunities for you to get involved with headspace and the local community.

If you are passionate about mental health and wellbeing and creating support services that best meet the needs of young people, we encourage you to join a youth reference group.

You will have the opportunity to get involved in a number of ways – like providing input into our services, programs and resources or planning and helping out at community events.

For more information about these groups or to get involved, speak to a headspace worker.

# young person's rights and responsibilities

It is important you know what to expect from headspace and what your responsibilities are while you're receiving support.

We're committed to respecting your rights, and we want to work with you to make sure you receive all the support you need to achieve your goals.

You have the right to:

- be treated with respect, dignity and consideration.
- be treated by experienced and skilled health workers; and to know their name and qualifications.
- be informed about services available, how they operate and any related rules or regulations.
- have someone speak on your behalf if you choose.
- ask for and be given a clear explanation about your emotional or mental health concerns and plans for care and treatment.
- be involved in the decision-making about your care, treatment and discharge planning.
- ask for a second opinion, subject to available resources.
- access services that support you to live, work and participate in the community to the full extent of your capabilities.
- request access to your own headspace records. You should hear back from us within 7 days regarding your request but please be aware, receipt of information can take up to 45 days depending on the information requested.
- expect that only those involved in your treatment have access to your personal information. This may include your GP or other service providers with your consent.

- have your family/carer/friend involved in your care. You are encouraged to nominate the person you would like to be your 'primary carer' or exclude any person who you don't want to receive information about your care and treatment, subject to some conditions.
- timely and high-quality treatment appropriate to your age, gender, religion, language and cultural background.

Your responsibilities include:

- to act in a respectful manner towards staff and other young people.
- ensure the information you provide is accurate to the best of your ability and knowledge.
- to ask someone if you have not understood something.
- to participate as far as possible in reasonable treatment options.
- to notify headspace if you are not able to keep an appointment or if your personal contact details change.
- not to attend appointments under the influence of alcohol or other substances.
- to acknowledge responsibility for the consequences of your decisions to accept or reject advice.
- to understand health care workers are bound by law to keep accurate written records of interviews and to report any suspected family or domestic violence.

# information for family and friends

## can family and friends get involved?

headspace is an inclusive service that encourages support from family and friends.

We know from research that involving family and friends in a young person's care helps improve health outcomes, so wherever possible, we seek to provide meaningful opportunities for family and friends to participate.

How family and friends can be involved in supporting a young person will depend on many things including the young person's age, life experience and how they feel about the involvement.

All family and friend involvement at headspace is respectful of a young person's privacy and confidentiality.

## can family or friends access headspace on behalf of a young person?

Family or friends can contact headspace on behalf of a young person if the young person gives consent.

If a young person is not yet ready to access headspace services, family or friends are welcome to contact us to learn how we can help and what resources are available. We are able to provide advice on how to care for a young person experiencing a mental health difficulty and how to help them engage in services.

Support for family and friends can be provided at a scheduled appointment or offered over the phone.

## how can I contribute

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.



# **how can I support a young person between appointments?**

It's important that young people feel supported by their family and friends, especially when wait times for appointments may vary.

Some ways you can provide support:

- keep communication open, show empathy and don't rush into judgements
- be available without being intrusive or 'pushy'
- spend time with them
- take an interest in their activities and encourage them to talk about what's happening in their life
- take their feelings seriously
- encourage and support their friendships
- encourage activities that promote mental health such as exercise, healthy eating, regular sleep and doing things they enjoy
- give positive feedback
- let them know that you love them – they may not always admit it, but this is likely to be very important to them

## **what's available at headspace Hedland for family and friends?**

At headspace, we know that young people need support from family and friends. We have a range of online information that provides great ideas for family and friends. You can also contact eheadspace to speak with a family worker or mental health clinician at [eheadspace.org.au](https://eheadspace.org.au)

## **parenting programs**

headspace offers the 6-week Tuning into Teens program regularly through the year. Tuning into Teens provides parents with a greater understanding of their teenager's emotional experiences while teaching specific skills that can assist in being supportive, emphatic and staying connected with the young person. Speak with a headspace staff member for more information.

# additional supports and services for family and friends

## Raising Children

[raisingchildren.net.au](http://raisingchildren.net.au)

Reliable and evidence-based info/resources to support parents in raising children.

## Anglicare WA

[www.anglicarewa.org.au](http://www.anglicarewa.org.au)

Multiple programs available to support parents through different phases of child development

## family and carer's rights and responsibilities

headspace Hedland acknowledge that the families, carers and friends of young people play an important role in health and wellbeing of their young people.

At headspace Hedland, information about a young person will not be shared unless they consent to it being shared unless they are at risk.

However, as a family member or carer you can still access information about mental illness, how to respond to disturbing behaviours, how to access practical assistance and general advice about how to assist and get support as family/friends of a young person with mental health concerns.

Your responsibilities include:

- respecting the humanity of the person who has a mental health concern.
- acting in a respectful manner towards staff and other clients who attend the organisation.
- respecting the right of the health care worker to conduct an interview with the young person or you in a non-threatening manner.
- being considerate of the property of other people and of headspace.
- providing information concerning family relationships and any matters relating to the mental state of the young person to health service providers; ensuring the information you provide is accurate and to the best of your ability and knowledge.
- to actively seek health care information and ask someone if you have not understood anything you have been told.
- consider the opinions of professional and other staff and recognise their skills in providing care and treatment for the person experiencing mental health concerns.
- cooperating as far as possible with reasonable programs of care and treatment aimed at assisting the young person to achieve their goals.
- advise of any change in your personal contact details.
- accept that health care workers are bound by WA law to report any suspected domestic or family violence or child abuse or neglect.

You have the right to:

- be treated with respect, dignity and consideration.
- have your privacy and confidentiality respected.
- receive comprehensive information, education, training and support to assist you to provide care and support.
- seek further opinions regarding the diagnosis and care of the young person.
- give information to headspace staff to assist in assessment, treatment and discharge planning.
- as far as practicable, be consulted and involved in the young person's treatment and care.
- participate in the service and quality improvement activities of headspace Hedland as appropriate.

## our duty of care

If your communication with us raises safety concerns we will try to contact you to check that you and/or others are safe. If necessary, we may need to pass on your contact information (if you have supplied it) to authorities who can help protect you and/or others, such as a crisis service or the police. Where possible we will work with you openly, letting you know if our concerns reach the point where we need to involve other services.

## information privacy and security

headspace is committed to protecting your privacy. The Privacy Policy sets out how we collect and manage personal information and the steps we take to protect it. You can download a copy of the headspace Privacy Policy at [headspace.org.au/privacy-policy/](https://headspace.org.au/privacy-policy/)

## feedback

We appreciate all feedback (compliments, suggestions and complaints) about the services and care we provide to you.

Feedback is used to make sure that you, and other young people accessing our services, have the best possible experience at headspace.

You can provide feedback about your experience:

- in person at headspace
- on an iPad at headspace
- by phone
- on our website

We take all feedback seriously and will do our best to respond to your feedback quickly.

You can also contact our lead agency, Anglicare WA on 1300 11 44 46.

# further information & support

The following agencies can also help with information and support

## national agencies

### **eheadspace**

[eheadspace.org.au](http://eheadspace.org.au)

1800 650 890

Free online and telephone support  
and counselling to young people aged  
12 - 25 and their families and friends  
9am – 1am (AEST), every day

### **beyondblue**

[youthbeyondblue.com](http://youthbeyondblue.com)

1300 224 636

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

### **Black Dog Institute**

[blackdoginstitute.org.au](http://blackdoginstitute.org.au)

Information about supporting  
someone with depression or bipolar  
disorder

### **QLife**

[qlife.org.au](http://qlife.org.au)

1800 184 527

Online chat and phone counselling for  
lesbian, gay, bisexual, transsexual and  
intersex (LGBTI) young people  
3pm - midnight, every day

### **Lifeline**

[lifeline.org.au](http://lifeline.org.au)

13 11 14

24 hour crisis support available via call  
or text (0477 13 11 14)

### **Sane Australia**

[sane.org](http://sane.org)

1800 18 (SANE) 7263

Information about helping someone  
experiencing a mental health crisis  
Online chat and phone support  
weekdays 10am - 10pm (AEST)

## West Australian agencies

### **Hope Community Services**

[hopecommunityservices.org.au](http://hopecommunityservices.org.au)

1800 948 001

Pilbara Community Alcohol and Drug  
Services

### **Anglicare WA**

[anglicarewwa.org.au](http://anglicarewwa.org.au)

1300 11 44 46

DV counselling, family dispute  
resolution, parenting programs

### **standBy Support After Suicide**

[standbysupport.com.au](http://standbysupport.com.au)

1300 727 247

support for people, families and  
communities after the death of a loved  
one

### **Rurallink**

[mhc.wa.gov.au](http://mhc.wa.gov.au)

1800 552 002

An after-hours telephone service for  
people in rural and regional Western  
Australia experiencing a mental health  
crisis.