



**headspace**  
Horsham

# Information Booklet

**Family, Friends and Carer's**



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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 Horsham also acknowledges the five traditional owner groups of this land.

The Wotjobaluk, Jaadwa, Jadawadjali, Wergaia and Jupagulk people.



## What is headspace Horsham?

headspace is the National Youth Mental Health Foundation providing early intervention mental health services to Young People aged between 12 and 25.

headspace Horsham provides FREE counselling and support to young people from 12 years of age up to 25 years of age. The services cover issues such as relationships, drug & alcohol, mental health, bullying, anxiety, depression, bothering thoughts & uncertainty about future plans.

With a focus on early intervention, we work with young people to provide support at a crucial time in their lives – to help get them back on track and strengthen their ability to manage their mental health in the future. headspace is a safe, inclusive, youth friendly and confidential service and we aim to help give people the skills to live a happy and healthy life.

headspace Horsham a 'NO WRONG DOOR' policy which means if we can't provide adequate services to you we will find you someone that can.

When looking at what type of mental health support headspace offers its important to understand that headspace is a service for young people seeking mild to moderate mental health support, headspace Horsham is not a crisis centre. If a young person is in distress and wanting to hurt themselves or others please Phone – 000 or your local emergency department.

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

## Mental Health & Wellbeing

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



## Physical Health & Sexual Health

- Relationship problems
- Feeling down
- Physical or health issues

*We don't have a GP on site but we can refer you to a youth friendly doctor through our local established pathway*



## Alcohol and other drug services

- Are your relationships, wellbeing, mental health affected by AOD use?
- Do you just want to cut back on 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 Horsham opening hours, contact information and location

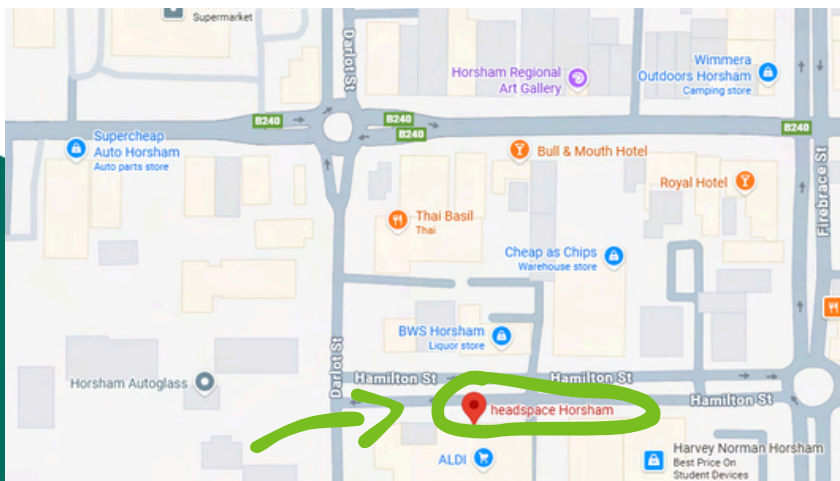
77 Hamilton St, Horsham, Victoria, 3400

Phone: [\(03\) 5381 1543](tel:(03)53811543)

Email: [info.headspacehorsham@vt.uniting.org](mailto:info.headspacehorsham@vt.uniting.org)

### headspace Horsham Opening Hours

Monday	9:00am – 6:00pm
Tuesday	9:00am – 6:00pm
Wednesday	9:00am – 6:00pm
Thursday	9:00am – 6:00pm
Friday	9:00am – 5:00pm
Saturday	<b>CLOSED</b>
Sunday	<b>CLOSED</b>



# Inclusive practice



We are committed to inclusive practice. Inclusive practice involves being responsive to the needs of and actively welcoming and accepting all young people, irrespective of their culture, language, gender, sexuality, lifestyle, values, beliefs, abilities, appearance, or socio-economic differences.

Our centre has:

- Disability access
- Gender-neutral bathrooms
- Bright, open waiting areas with natural light and sensory items
- Weighted blankets, sensory toys, fidget cubes, and other calming items
- Family waiting area with comfy bean bags, couches, toys, games, and books

## Other support at headspace Horsham

### Translating and Interpreting Services

headspace Horsham can organise translation and interpretation services if required.

The Translating and Interpreting Service (TIS National) is an interpreting service for young people who do not speak English or English is their second language.

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

Language Loop is also connect non-English speakers and organisations through language, to live life without limits via services they can trust.

**Services include** translation, interpreting and telephone interpreting. More info can be found here: [www.languageloop.com.au](http://www.languageloop.com.au)

### Hearing impaired

**The National Relay Service (NRS)** is an Australia-wide phone service for people who are deaf or have a hearing or speech impairment.

**24-hour relay call numbers:**

- 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 Horsham referral process

Access to headspace Horsham service is via an open referral system. This means that anyone is able to self-refer or refer a young person to the service.

headspace Horsham promotes a 'no wrong door' approach and encourages young people seeking help to access services. Where we cannot provide the appropriate support, the young person will receive a warm referral to another service.

It is important to remember that headspace Horsham services are attended voluntarily, and a young person must consent to service before a referral is completed as well as consent must be gained from a parent or legal guardian of the young person if the young person is 15 or younger.

## Making an Enquiry

- In person
- Email: [info.headspacehorsham@vt.uniting.org](mailto:info.headspacehorsham@vt.uniting.org)
- Over the phone: (03) 5381 1543
- Online form: <https://forms.office.com/pages/responsepage.aspx?id=1T-R6tiPx0ePP4EX4aOH3GgnKEpUmWRLqonQcYri-hZUQjkzSDhZWlGUUpWRIY0STNDN0FKV0FOVS4u&route=shorturl>
- A self-referral.
- A referral made by a family or friend of the young person.
- An adult in the young person's life can also make a referral for a young person for example a GP, teacher, employer, sporting coach etc.

Our enquiry form and consent form can be found on our website online: <https://headspace.org.au/headspace-centres/horsham/>



After we have received the enquiry and consent form for your young person, our team will be in touch with you and your young person within 24-48 hours to discuss how we can support and learn more about what your young person might be going through. After this the team will explore what the best supports might be for your young person and explore connecting them with one of our team members for ongoing appointments and supports, or explore referrals to other services who can help.

During your young person's first appointment with their allocated worker, the team member will ask them a series of questions to better understand them, the issues they are experiencing and to establish some key goals they want to work on whilst at headspace.

## Wait Time

Please note that our wait times are forever changing, so please contact headspace Horsham for a current update on wait times.



# headspace Horsham referral process

## After Allocation – Counselling sessions

When the young person has then been allocated to a worker, your allocated worker will then reach out to you or the young person and book in the first appointment with them. Appointments are available face to face at the headspace centre, via telehealth or over the phone.

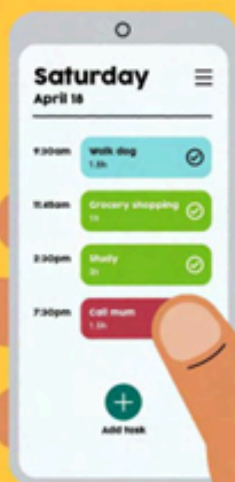
Young people have access to 6 to 10 sessions with a clinician.

During counselling sessions young people can also choose to have a family member, friend, or a carer in the room to help them feel more comfortable. Family and friends play a pivotal role in the health and wellbeing of young people which is why we strongly encourage young people to involve their most trusted people in providing emotional and practical support.

## Before a counselling session

The day before a young person counselling session a reminder text will be sent to the selected phone number with the time and date of the appointment, in this text message we request that you reply yes or no if you can or can not attend this appointment. Alternatively, if you cannot attend your appointment you can also phone the headspace Horsham office on **53811543** to cancel and rebook your appointment.

Also, headspace Horsham will send out a follow up text with a link to complete a hAPI survey. A hAPI survey asks a young person's range of questions in regard to their health and wellbeing, this will help track how a young person is improving in their care.



## Closure

After a young person has reached their 10 session or have reached all their set goals they will then complete support at headspace Horsham and complete a closure survey.

If during their care a young person no longer wishes to continue accessing headspace services they can also voluntarily withdraw from headspace services.

# Privacy and Confidentiality

Confidentiality is important in building relationships with you and the young person and will be discussed early on in your session. This means that whatever the young person discusses in sessions remains private and not be passed on to anyone else without the permission of the young person and their parent or guardian (if under 15 years of age), unless the young person has disclosed harm to themselves, harm to others, or harm by others, which will then be reported.

If we need to give information about the young person to other people, we will only give information that needs to be disclosed and only to those people who need to be told. We will always tell the young person and their parent or guardian when we are giving people your information and explain the reason why. You can request to access your records at any time, please note this can take up to 4 weeks to finalise.



## Rights and Responsibilities

Young people and their family and friends have certain rights and responsibilities in accepting support and care at headspace Horsham.

### Family, Friends, and Carers have a responsibility to:

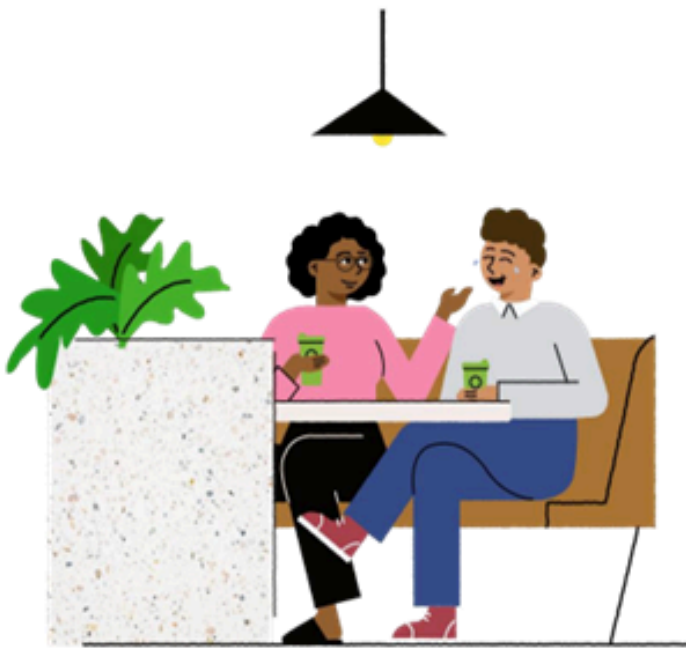
- **Support** the young person's choice & wishes that are in their best interest.
- **Respect** headspace Horsham staff regardless of their age, lifestyle, culture, gender, disability, language, sexual orientation, religion etc.
- **Recognise** & respect the human worth of the young person you are supporting along with their dignity.
- **Inform** our staff if you become unable to provide support for your young person.



## Family, Friends & Carers have a right to:

- **Be Respected** regardless of their age, lifestyle, culture, gender, disability, language, sexual orientation, religion etc.
- **Be Heard** & taken seriously without judgement. Your views & opinions are encouraged, welcomed & valued.
- **Access** information about our services & ask questions.
- **Be Informed** of your rights & responsibilities.

## Feedback



Family and Friends of young people also have the right to provide feedback to headspace Horsham and the service provided.

We always love getting feedback from our clients, parents, or carers. Both the good and the bad as this is what helps to make our service the best that it can be for young people. We have feedback forms for compliments, complaints, and service suggestions at reception. This can be completed and put in our confidential box at reception, or you can download it from our website:

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

Feedback can also be provided by one of the options below:

- **Phone:** (03) 5381 1543
- **Email:** [info.headspacehorsham@vt.uniting.org](mailto:info.headspacehorsham@vt.uniting.org)

## Support for Family and Friends

As well as headspace Horsham, headspace National has a range of useful services and supports including:

- **Eheadspace:** <https://headspace.org.au/online-and-phone-support/connect-with-us/>
- **Connect with us 1:1:** Talk online or over the phone to a trained clinician for 1-on-1 support. Open 9am – 1am AEST 7 days a week. It's a confidential, free and a safe space to talk about what's going on with your young person. <https://headspace.org.au/online-and-phone-support/connect-with-us/>
- **Monthly Chat Series:** Trained mental health clinicians host regular informative sessions on current topics experienced in our communities <https://headspace.org.au/online-and-phone-support/join-the-community/>
- **Interactive online modules:** Sign up for Partners in Parenting to build your skills and confidence in supporting your high school-aged young person's mental health and wellbeing. <https://headspace.org.au/online-and-phone-support/partners-in-parenting/>

# Other Supports for young people

There are a range of different supports provided by headspace national for young people to utilise:

- **ehedspace:** [www.eheadsace.org.au](http://www.eheadsace.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



FOR INFORMATION OR ADVICE  
1300 22 4636  
[www.beyondblue.org.au](http://www.beyondblue.org.au)



1300 659 467



Black Dog  
Institute

# Family and friends Reference Group

Family, friends, and carers play a significant role in supporting young people.

**The family and friends reference group aim are to:**

- Help develop our services and programs
- Create sustainable change for our community
- Build support mechanisms which lead to better outcomes for our young people
- Evaluate the effectiveness of our service delivery

If this sounds like you or someone you know, who are passionate about improving access to mental health services in the Wimmera and beyond contact us:

**Phone:** (03) 5381 1543

**Email:** [info.headspacehorsham@vt.uniting.org](mailto:info.headspacehorsham@vt.uniting.org)

**Please note\*** that in order to be a part of this group a police check and working with children check must be completed.



## What's on at headspace Horsham?

Check out headspace Horsham'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/headspacehorsham/>



Instagram: <https://www.instagram.com/headspacehorsham/?hl=en>

# FAQ's for Family and Friends

## How can I refer a young person to headspace Horsham?

You can refer a young person to our services, as long as the young person has provided consent. Young people under 15 however, will also need to have parental or guardian consent.

**Referrals and be completed by one of the below:**

- Phone: 53811543
- Email:  
[info.headspacehorsham@vt.uniting.org](mailto:info.headspacehorsham@vt.uniting.org)
- In person with one of our trained clinician's
- You can find our enquiry forms on our website:  
<https://headspace.org.au/headspace-centres/horsham/>
- Online form:  
<https://forms.office.com/pages/responsepage.aspx?id=1T-R6tiPx0ePP4EX4aOH3GgnKEpUmWRLqonQcYri-hZUQjkzSDhZWlIGUUpWRIY0STNDN0FKV0FOVS4u&route=shorturl>

## Who is eligible for support?

Young people aged 12 to 25 can access support. headspace Horsham is **NOT** a Crisis centre, if a young person is in crisis please **phone 000**.

## How long do sessions go for?

Anywhere from 45 minutes to an hour and a half. This just depends on the type of appointment a young person is receiving.

## What areas does headspace Horsham service?

We service the Northern Grampians, Hindmarsh, Yarriambiack, Horsham, and West Wimmera area.

## What does support look like?

Young people have access to 6-10 session at headspace Horsham where they work with young people in a goal based and person-centred approach. At headspace Horsham young people have access to a range of supports including our four core areas.

**These core areas are:**

- Mental health and wellbeing.
- Physical and sexual health.
- Alcohol and other drug services.
- Work and study.

## Why do young people fill in a Survey when they come to their appointments?

The Client Wellbeing Survey (h.A.P.I) young people fill out goes directly to their clinician and gives them an idea of how the young person has been feeling and doing. This helps provide the young person with the best support possible.

## Can I come into the session with the young person?

So long as the young person feels comfortable and has consented to you coming into the session to support them, you're more than welcome to join them.





### If the young person is not connecting with their clinician, is it okay if they see someone else?

Yes, it sure is! If the young person is finding that they are not connecting with their worker they are more than welcome to see someone else at our centre. You can do this by asking any headspace Horsham worker to help you with this.

### Can we get outreach counselling sessions to our home, school, etc?

Unfortunately, no we can't! We support the wider Wimmera region and a lot of young people within this area. You can refer your young people into our service though and we can support them via telehealth at school if this is what they would like to happen.

### What information will be shared with me and others?

If the young person consents to certain information being shared to you, that information can be shared by the clinician after the they have spoken to the young person.

### How long is the waitlist?

Our waitlists can vary in length depending on the amount of young people coming in. You can always contact us by coming into the centre or calling us on **(03) 5381 1543** for a more updated waitlist times.

### What happens if a young person cant find the right support at headspace Horsham?

If the young person cannot find the right support at headspace Horsham, the headspace Horsham staff will help find the right service for the young person and help refer the young people to the service as long as we have consent from the young person and if required also from their parent or guardian.

### How much does headspace Horsham services cost?

headspace Horsham is a free service.

### How can we best support the young person at home?

Family and friends can support a young person at home by providing guidance on creating a supportive environment, understanding triggers, and helping them with daily routines.

### What should we do if they don't seem to be improving or if things get worse?

If a family or friend of a young person feel a young person is not improving in their mental health, we suggest you contact the young person clinician to provide information and guidance on how the young person's treatment plan could be improved.