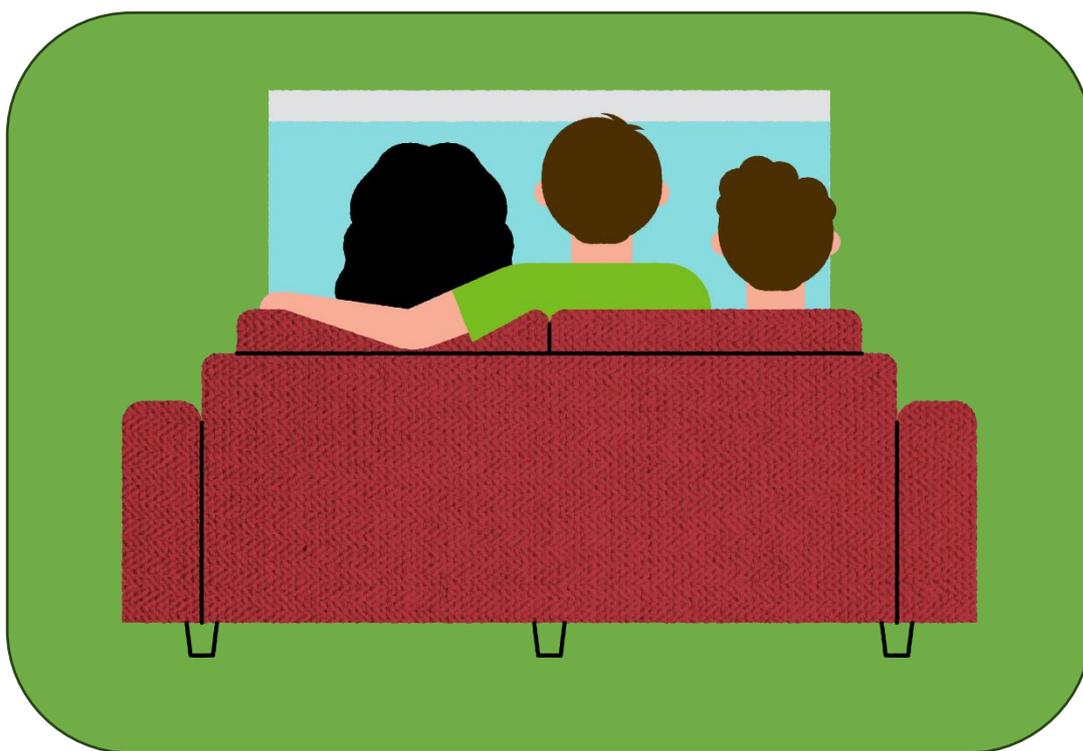




headspace
Horsham

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 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 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 include the following:

Mental Health & Wellbeing



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

Physical Health & Sexual Health



- Physical or health issues
- Relationship problems
- Feeling down

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.



Headspace Horsham Opening Hours

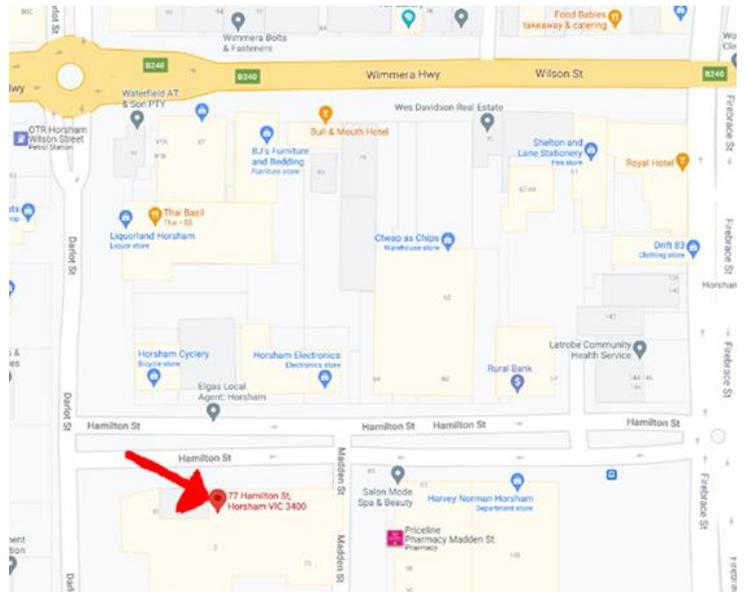
Monday	09:00am – 6:00pm
Tuesday	09:00am – 6:00pm
Wednesday	09:00am – 6:00pm
Thursday	09:00am – 6:00pm
Friday	09:00am – 5:00pm
Saturday	CLOSED
Sunday	CLOSED

 77 Hamilton Street, Horsham, Victoria 3400

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

 Fax (03) 5382 7254

info.headspacehorsham@vt.uniting.org



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 headspace Horsham centre has: Disabled Access, Gender Neutral toilets large waiting areas filled with natural light, sensory objects: weighted sensory blankets & toys, fidget cubes etc., family waiting area: bean bags, couches, toys, games, and books.



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 a referral

There are a number of different methods and ways a referral can be made into headspace Horsham, including:

- In person
- Email: info.headspacehorsham@vt.uniting.org
- Over the phone: 53811543
- 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 referral form and consent form can be found on our website online.

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

Receiving a referral

After we have received a referral and the consent form our admin team will send this referral to our clinical team for triage and intake allocation. During this process our clinical team will follow up with the young person and if appropriate the referrer for more information. After a triage the referral will then go back to our admin team who will place the referral into our systems and follow up and book the young person in with one of our clinicians for an Intake and Assessment appointment.

Intake and Assessment

In an intake and assessment appointment the clinician will ask the young person a series of questions to better understand the young person and the issues they are currently struggling with. After the appointment the clinician will appropriately assess the young person's needs and assess if our service is right for them or if they would benefit from another service.

The clinician who performed the Intake and Assessment will then present the client in their daily clinical meeting and their presenting issues as well as relevant information that was discussed in the intake. From this information the young person will then either be referred to an external service or allocated to the appropriate clinician and be placed on our waitlist.



Wait Time

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

After Allocation – Counselling sessions

When the young person has then been allocated to a clinician the admin team will then reach out to the young person and book in the first appointment with them, clinicians can offer counselling session face to face, 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 there 10 session or have reached all their set goals they will then be closed off 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

Support for Family and Friends

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

- **Eheadspace:** www.eheadspace.org.au
- **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 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 information can be found here:

<https://www.tisnational.gov.au/en>

Language Loop 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 information can be found here

www.languageloop.com.au

Hearing impaired

National Relay Service

The 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
- Speak & Listen: 1300 555 727
- SMS relay: 0423 677 767
- Website: <https://relayservice.gov.au/about/>

HELLO



Other Resources



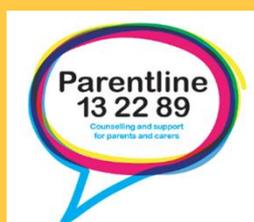
Call 13 11 14
24/7 Crisis Support



Call 1300 659 467



Call 1300 78 99 78



1800 184 527
Webchat

3PM to MIDNIGHT, EVERY DAY



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

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
- In person with one of our trained clinician's
- You can find our referral forms on our website:
- <https://headspace.org.au/headspace-centres/horsham/>

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 does sessions go for?

Intake and Assessment appointments can run for a maximum of an hour and a half and counselling sessions can run for a maximum of 1 hour. However, sessions can finish earlier depending on the young person and the clinician.

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.

