



**headspace**  
Horsham

# Information Booklet

Young people



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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 Horsham is here for young people across the Wimmera region, providing **FREE** support with mental health and wellbeing to people aged 12 to 25. Whether it's relationship issues, challenges with drugs and alcohol, mental health struggles, bullying, anxiety, depression, or feeling uncertain about the future, we're here to help.

Our focus is on early support, helping you build the tools to manage your mental health now and in the future. headspace is safe, young people friendly, confidential, and here to help you live a happier and healthier life.

headspace Horsham has a '**NO WRONG DOOR**' policy, which means if we're not the right fit for you, we'll help connect you with the right support.

Important to know headspace Horsham provides support for young people with mild to moderate mental health needs. If you're in a crisis or need urgent help, please call **000** or reach out to your local emergency services.

# 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

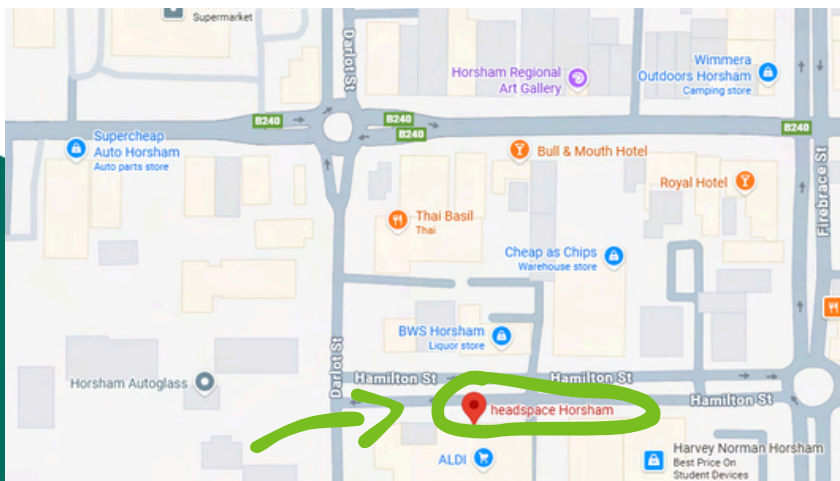
77 Hamilton St, Horsham, Victoria, 3400

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



At headspace Horsham, we're all about inclusivity. That means we're here for everyone, making sure our space is welcoming, supportive, and responsive to everyone's needs no matter your culture, language, gender, sexuality, lifestyle, values, beliefs, abilities, appearance, or background.

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

We can organise translating and interpreting services to make sure you feel supported. The Translating and Interpreting Service (TIS National) is available if English isn't your first language or if English isn't spoken at home.

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

Language Loop is also available for translation, interpreting, and phone interpreting, so language is never a barrier.

More info can be found here: [www.languageloop.com.au](http://www.languageloop.com.au)

### Hearing impaired

The National Relay Service (NRS) offers phone service for anyone who is deaf or has a hearing or speech needs.

- 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 care journey

When you come to headspace, you'll fill out something called an enquiry form. This includes information like your name, contact details, and a bit about what you're going through and what you hope to get out of connecting with headspace. You'll also need to complete a consent form. For more info about this, check out the page on privacy, consent and your rights and responsibilities.

One of our clinicians will try to connect with you within 24 - 48 hours from the day you came into the centre, called or emailed us with your enquiry form. A clinician is another word for a mental health professional that works with someone support their mental health and wellbeing. If that's not possible, or if you don't have time, we'll work to set up an appointment as soon as we can to get to know your needs better. After that appointment, we'll match you with the right clinician to support you. If we're not the best fit for your needs, we'll help connect you to a service that is.

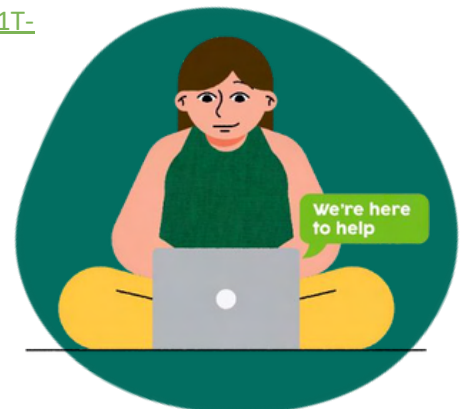
## Accessing headspace Horsham

There are a few different ways you can enquire about support at headspace Horsham:

- Coming in to visit us at our centre at 71 Hamilton street, Horsham
- Email us at [info.headspacehorsham@vt.uniting.org](mailto:info.headspacehorsham@vt.uniting.org)
- Giving us a call on (03) 5381 1543
- Online form: <https://forms.office.com/pages/responsepage.aspx?id=1T-R6tiPx0ePP4EX4aOH3GgnKEpUmWRLqonQcYri-hZUQjkzSDhZWllGUUpWRIY0STNDN0FKV0FOVS4u&route=shorturl>

An adult in your life can also fill in an enquiry form for you such as a GP, teacher, employer, or sporting coach, as long as you consent to them doing so.

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



When you chat to one of our clinicians they will ask you some questions about your enquiry form and how you have been doing lately to get a clearer picture of what's going on and how we can best support you. Afterward, they'll talk with you about next steps around support for you.

The clinician will then meet with the other team members to discuss your needs. Based on this a support plan will be discussed and you'll either be matched with one of the clinicians from our team, recommended some of our other programs, or connected to another service (with your consent). If necessary, you may be placed on a waitlist. If on our waitlist, we will provide lots of digital supports while you wait and check in with you to see how your doing.

## Wait Time

Our wait times vary, so you can contact our centre for the latest update on wait times.



# headspace Horsham care journey

## Before a session

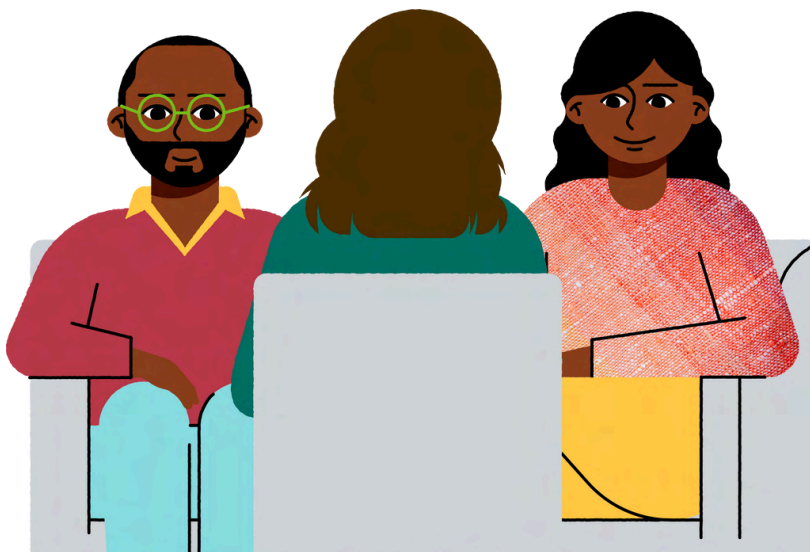
The day before your session, you'll get a reminder text with the time and date. We'll ask you to reply with 'yes' or 'no' to confirm if you can make it. You can also call us at headspace Horsham on [\(03\) 5381 1543](tel:0353811543) if you need to cancel or reschedule.

You'll also receive a follow-up text with a link to a survey called hAPI, which is confidential between you and the clinician you will be working this. Your hAPI survey helps us to check in with how your doing and support you in sessions.

## During sessions

Once you're matched with a clinician, they will contact you to book your first appointment. We offer appointments in person, by phone, or via telehealth. Telehealth lets you talk to a headspace worker through a video or phone call rather than in person.

You'll typically have access to 6 to 10 sessions with a clinician that typically happen fortnightly. You can also choose to have a family member, friend, or carer join you in the room if it helps you feel more comfortable. Family and friends are really important to your well-being, so we encourage you to bring along the people you trust most.



## Closure

Once you've completed your 10 sessions or reached your goals, your clinician will talk with you about wrapping up your support. This might mean a referral to another service or simply completing your sessions with us.

If you decide you no longer need headspace services, you can withdraw at any time. You're also welcome to return to headspace Horsham whenever you need in the future.

**We understand this process can be a little confusing, so here's a flowchart to show you what your experience at headspace could look like:**



You or family/friend/carer/service provider fill in an enquiry form.

You or family/friend/carer/service provider talk with a headspace clinician to better understand what you're going through.



You or your support person will talk with a headspace clinician again to explore support options. This could mean being allocated to a clinician here at the centre, being referred out to another service if we're not the best fit or being notified of our waitlist.

Once matched to a clinician you can see them for up to 10 sessions. You're more than welcome to bring in a friend or family member to your sessions.



In-between these sessions, you can practice the skills and strategies you've been taught by your clinician.



After your 10 sessions, you will finish seeing your clinician. You can always come back if you need some extra support





# Privacy and Confidentiality

When you talk to someone at headspace Horsham, what you say stays private. We know that privacy is important, so we won't share anything you say without your permission. We'll go at a pace that feels comfortable for you, and we'll involve you in decisions about your support. After each session, our headspace Horsham team writes down notes about what you discussed, which are stored safely so only headspace Horsham workers can see them.

Your family or friends might be involved in your care if you want them to be, but we'll only share information if you're okay with it. We can find ways for them to be involved without breaking your confidentiality.

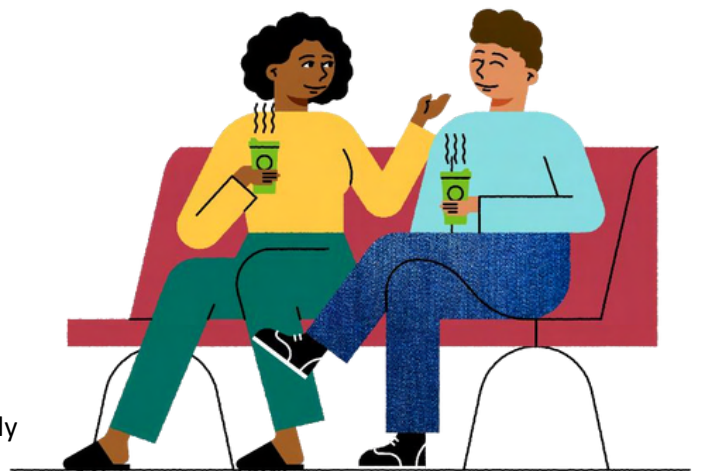
It's really important for us to build trust with you, so whatever you discuss with your clinician will be private unless there's a reason to share it, like if there's a serious risk to your safety or someone else's. If we do need to tell someone, we'll always explain why, and we'll only share it with the people who need to know. You or your parent/carer can ask to see your records anytime, but it might take up to four weeks to get them ready.

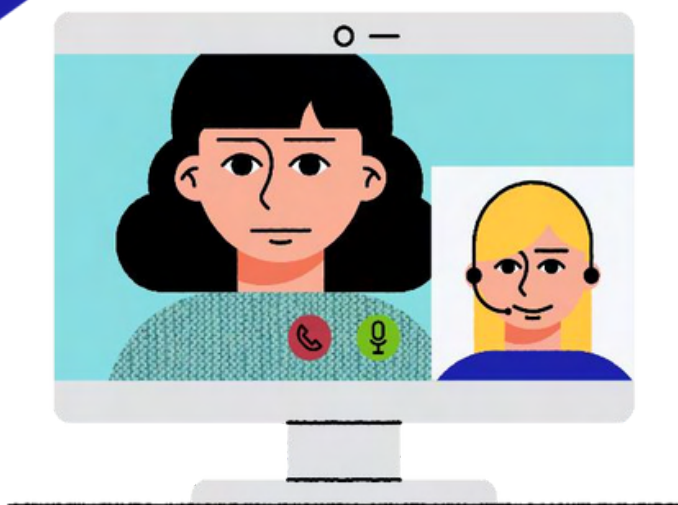
## Rights and Responsibilities

You and your family or friends have certain rights and responsibilities when you're getting support and care at headspace Horsham.

### Your Rights:

- **Respect:** You have the right to be respected for who you are, no matter your age, lifestyle, culture, gender, disability, language, sexual orientation, or religion.
- **Be Heard:** You can speak up and be taken seriously, with no judgment. Your views and opinions are welcome, valued, and encouraged.
- **Privacy:** Your information is kept private.
- **Involvement:** You have the right to be part of decisions about your care, treatment, and planning.
- **Get Info:** You can ask questions and learn about our services.
- **Family & Friends:** You can choose to have a family member, carer, or friend involved in your care.
- **Know Your Rights:** You'll be informed about your rights and responsibilities.





## Your Responsibilities:

- **Respect Others:** Respect headspace Horsham staff and others, regardless of their background.
- **Appointments:** Let us know if you can't make an appointment.
- **Safe Space:** When having a phone or video appointment, make sure you're in a private and safe place.
- **Be Considerate:** Respect the property of others and headspace.
- **Substance-Free:** Please don't come to appointments under the influence of alcohol or other substances.

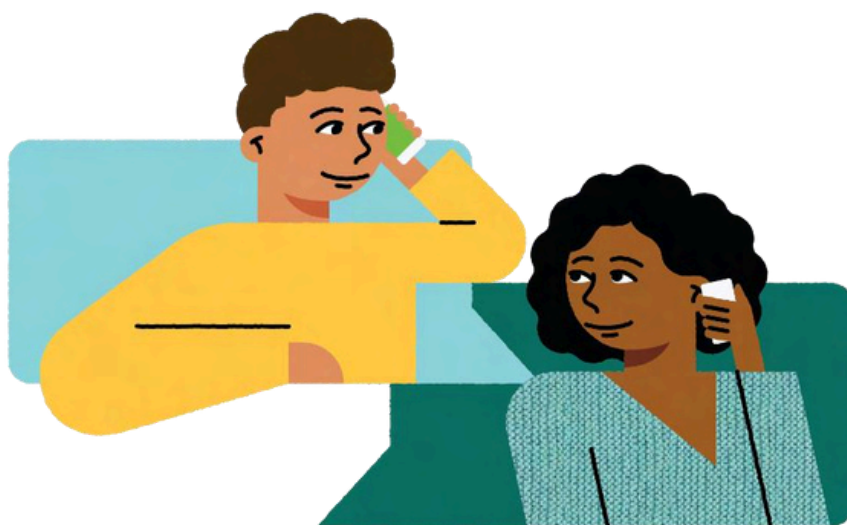
## Feedback

We're all about improving, so we'd love to hear from you! Whether it's compliments, complaints, or suggestions, your feedback helps us make headspace Horsham the best it can be. You can fill out a feedback form at our reception or on our website:

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

Other ways you can reach us are:

- Phone: [\(03\) 5381 1543](tel:(03)53811543)
- Email: [info.headspacehorsham@vt.uniting.org](mailto:info.headspacehorsham@vt.uniting.org)



# Support for Young People

There's more than just headspace Horsham! Check out these extra services from headspace National:

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



# headspace Wimmera Youth (hWY)

headspace Wimmera Youth or hWY for short is a space for young people (ages 15-25) who are keen on making a difference in youth mental health and being active in the community. We meet every two weeks, and as part of hWY, you'll:

- Help plan and run events and programs for young people
- Shape the centre to be young people friendly
- Meet other young people with similar interests and passions
- Build leadership experience
- Get access to training opportunities
- Gain skills to put on your resume



If this is something you're interested in, you can contact us or apply using our QR code! We're super keen on hearing the voices of Aboriginal and Torres Strait Islander young people, people from different cultural and language backgrounds, young parents, young people of diverse sexualities and genders, and young people who have been homeless. You can also contact us on:

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

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



## 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 Young People

## How can I access headspace Horsham?

You can access our services yourself! If you don't feel comfortable doing that, your family, carer, friends, or service provider (like your GP) can contact our centre, as long as you've consented. If you're 15 and under, you'll need a parent or carer's consent. To access you can:

- Phone: [\(03\) 53811543](tel:0353811543)
- Email: [info.headspacehorsham@vt.uniting.org](mailto:info.headspacehorsham@vt.uniting.org)
- Visit in person: talk with one of our clinicians
- Online form: <https://forms.office.com/pages/responsepage.aspx?id=1T-R6tiPx0ePP4EX4aOH3GgnKEpUmWRLqonQcYri-hZUQjkzSDhZWllGUUpWRIY0STNDN0FKV0FOVS4u&route=shorturl>

You can find our enquiry forms on our website:  
<https://headspace.org.au/headspace-centres/horsham/>

## What does support look like?

You have access to 6-10 sessions at headspace Horsham where we'll work with you in a goal based and person-centred approach. At headspace Horsham you have access to a range of supports like our four core areas.

These are:

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

## What is Telehealth?

Telehealth lets you talk with a headspace worker through phone or video call instead of coming into the centre. It's a great option if you live out of town or feel anxious coming in.

## How does Telehealth work?

Our admin team will send you a link via Health Direct that you can open on a computer, laptop, iPad, or tablet with no account needed! Just click and you'll be connected with your clinician!

## What if I'm at school during the day?

With your consent, we can work with your school's wellbeing team staff can set up a private space and computer during school times.

## What happens if other people are home when I'm using Telehealth?

Try finding a quiet space where you feel comfortable talking, like your backyard or bedroom. You can also let others know you're on a call and ask for some privacy. If that is difficult, let us know and we can figure out a better solution.

## What areas does headspace Horsham service?

We service:

- Northern Grampians
- Hindmarsh
- Yarriambiack
- Horsham
- West Wimmera



# FAQ's For Young People

## Am I allowed to get support?

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

## How long do sessions go for?

Counselling sessions: Up to 1 hour (it can finish earlier depending on you and the clinician!)

## Can I get outreach sessions at home, school, etc...?

Unfortunately, we can't do in-person outreach at homes or schools. But we can support you via Telehealth during school hours if that's what you'd like!

## What if I can't find the right support at headspace Horsham?

If our services aren't quite the right fit, our staff can help connect you to other supports, with your consent (and if needed, parent or carer consent)

## How much does it cost?

We are completely free!

## Can I bring someone to my session?

Yes! If you feel better with someone there, they're welcome to join as long as you're comfortable with it.

## What's the waitlist like?

Our waitlist can vary, for an updated time estimate, give us a call at 03) 5381 1543.

## Why do I have to fill in a survey when I come to my appointments?

This survey (which we call a hAPI) goes to your clinician and gives them an idea of how you've been feeling and doing. This helps them better understand how you're travelling so they can better support you in your sessions.

## I'm not getting along with my clinician, is it okay if I see someone else?

It sure is! If you're finding that you're not connecting with your worker we encourage you to talk to us about this. Just ask your clinician or another headspace worker and we can explore options and the challenges you may be facing.

## Will my info be shared with others?

Your info will stay private and is only shared with people you consent to sharing it with, unless there is a safety risk.

## How can my family and friends support me outside of the centre?

They can help by creating a supportive, non-judgmental environment, understanding your triggers, and supporting your daily routine.

## What if I'm not improving or things get worse?

If you don't feel like you are improving or things are getting worse, reach out to your clinician to talk about the next best steps for support. If you are in crisis, please call **000**.