



# Welcome to headspace Horsham

**A:** 71-77 Hamilton Street, Horsham VIC 3400

**T:** (03) 5381 1543

**F:** (03) 5382 7254

**E:** [info@headspacehorsham.org.au](mailto:info@headspacehorsham.org.au)

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



Everyone is welcome at headspace  
National Youth Mental Health Foundation

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.

## **We Are Open:**

Monday	10.00am – 6.00pm
Tuesday	09.00am – 5.00pm
Wednesday	10.00am – 6.00pm
Thursday	09.00am – 5.00pm
Friday	09.00am – 5.00pm
Saturday	CLOSED
Sunday	CLOSED



# Contents

What is headspace? .....	5
How can headspace help you? .....	5
Who provides these services and support at headspace Horsham? .....	5
What free services are at headspace Horsham? .....	6
Is headspace a LGBTIQ friendly place? .....	6
Accessibility.....	7
Everyone is Welcome! .....	7
How much does headspace cost?.....	7
What do I do if I need help in an emergency?.....	8
What happens when you come to headspace?.....	9
Referrals.....	9
How to make a referral .....	9
Making appointments.....	10
The first visit.....	11
Who are the Intake and Assessment workers? .....	11
Can I bring a support person with me to my appointment? .....	11
Why do I need to fill in an iPad when I come to my appointments?.....	11
What happens after my first appointment? .....	12
If I'm not connecting with my clinician is it okay if I see someone else? .....	12
I cannot make it to my appointment or I do not want to come to my appointment.....	12
No Show or Cancellation.....	13
at short notice effects:.....	13
I'm unable to make the long commute to your centre in Horsham. Can I still access your services? .....	13
Do you have access to a psychiatrist?.....	13
I would like help but I'm not ready to come in yet? What can I do? .....	14
Shared Decision Making and Youth participation.....	15

Consent and Confidentiality.....	15
If under 15:.....	15
If over 15: .....	15
Privacy and Confidentiality: .....	16
We will collect some personal information: .....	16
We have a legal and ethical commitment to duty of care.....	17
Do you have support for my family?.....	17
Self-Care: Supporting yourself in order to support others .....	18
English is my second Language .....	19
What if I'm hearing impaired .....	19
Feedback .....	20
First Aid .....	20
Youth Reference Group .....	21
Alternate Resources.....	22

# What is headspace?

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

headspace is a safe, youth friendly and confidential service, and we aim to help give people the skills to live a happy and healthy life.

## How can headspace help you?

Four key areas make up our services and support:

### **Mental Health and Wellbeing:**

Feeling down? Stressed? Relationship or family problems? Or just not feeling yourself?

**headspace can help!**

### **Physical and Sexual Health:**

Physical or health issues? Relationship problems? Feeling down?

We don't have a GP on site, but we can refer you to a youth friendly doctor

**headspace can help!**

### **Alcohol and Other Drugs (AoD):**

Are your relationships, wellbeing, mental health being affected by your AoD? Or do you just want to cut back on AOD use?

**headspace can help!**

### **Work, School and Study:**

Struggling at school? Not sure what classes to do? Need help writing a resume?  
Or finding a job? Or is anxiety, stress, depression affecting your study or school?

**headspace can help!**

## Who provides these services and support at headspace Horsham?

- Intake workers
- Youth workers
- Social workers
- Vocational workers
- Employment workers
- Psychiatrists via headspace National Telehealth
- Youth Alcohol and other drugs worker
- Sexual Assault and Family Violence workers
- Youth Engagement and Community development workers

## What free services are at headspace Horsham?

- Intake and Assessment workers to help you make a plan to find the right people and help you in your situation
- Drug and alcohol counselling
- Social Worker
- Employment and Education advice
- Youth Reference Group
- General counselling
- Sexual Assault counselling
- Safe place to hang out
- Heaps of info and someone to talk to
- Social and self-care groups

## Is headspace a LGBTIQ friendly place?

Absolutely! We support many young people with various gender identities and sexual preferences. Everyone is welcome at headspace Horsham regardless irrespective of ethnicity, lifestyle choice, faith, sexual orientation and gender identity we provide services that are welcoming, safe, culturally appropriate and inclusive.



# Accessibility

## Everyone is Welcome!

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, abilities and gender identity.

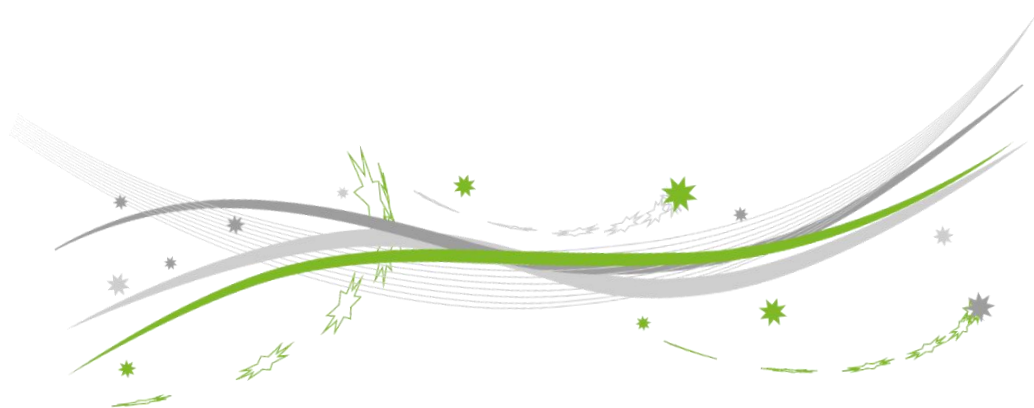
Our headspace Horsham centre has: Disabled Access, Gender Neutral toilets  
large waiting areas filled with natural light, sensory objects: weighted sensory blankets & toys, fidget cubes etc., family waiting area: bean bags, couches, toys, game and books

## How much does headspace cost?

headspace Horsham offer **FREE** services. If we don't have a service available at our centre, we will help you look for other free services or services that are low cost. We have a '**NO WRONG DOOR**' policy which means if we can't provide adequate services to you we will find you someone that can.

One of the support pathways is through our Allied Health Practitioners. This team can include: Psychologists, and Mental Health Social Workers.

To access this pathway, the client is required to obtain a Mental Health Care / Treatment Plan (MHCP / MHTP) from their GP. There may be a cost associated with obtaining a MHCP, we advise that you consult with your GP if there is a cost before you make an appointment to see them. Your allocated clinician can support you through this process.



# What do I do if I need help in an emergency?

**Please note, headspace Horsham is not a crisis service.**

At headspace Horsham, we understand that things can happen for young people that may be distressing. This could include thoughts of wanting to hurt yourself, or thoughts of suicide. If this is going on for you – **Phone 000** or attend the nearest emergency department which is located at:

## **Wimmera Base Hospital**

83 Baillie St, Horsham VIC 3400

## **Hours:**

Open 24 hours

**Phone:** (03) 5381 9111

## **Emergency Department**

<http://www.whcg.org.au/about-us/services/emergency-department>

## **Mental Health**

Ph: (03) 5362 1300

24 Hour Call Line 1300 661 323

<http://www.whcg.org.au/departments/148-mental-health/539-mental-health>

## **Additional contacts for support**

eheadspace	1800 650 890	<a href="http://www.eheadspace.org.au">www.eheadspace.org.au</a>
Youthbeyondblue	1300 224 636	<a href="http://www.youthbeyondblue.com">www.youthbeyondblue.com</a>
24/7 Lifeline	13 11 14	<a href="http://www.lifeline.org.au">www.lifeline.org.au</a>
24/7 Kidshelpline	1800 551 800	<a href="http://www.kidshelpline.com.au">www.kidshelpline.com.au</a>
Suicide Callback Service	1300 659 467	<a href="http://www.suicidecallbackservice.org.au">www.suicidecallbackservice.org.au</a>
Horsham Police	5382 9200	



# What happens when you come to headspace?

## Referrals

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 help seeking young people 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 by young people. It is recommended that referrers have a chat to their young person before making a referral on their behalf.

## How to make a referral

### Self-Referral

Young people are encouraged to make contact by themselves, and can call, drop in or download the referral form from our website.

Our referral form can be downloaded from our website

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

### Family, friends, Carer Referral

Parent, carers or friends can refer a young person. The young person will need to be aware of the referral and willing to meet with a worker.

Our referral form can be downloaded from our website

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

## Service Professionals

GP's, allied health professionals, community-based agencies and schools can all refer to headspace using the referral form on our website.

Our referral form can be downloaded from our website

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

### Referral forms can be submitted by:

- Email [info@headspacehorsham.org.au](mailto:info@headspacehorsham.org.au)
- Fax (03) 5382 7254
- In person or post at 77 Hamilton Street, Horsham, VIC, 3400
- Call and complete over the phone on (03) 5381 1543

Once the referral is received a worker will contact you or an appropriate family member/carer to arrange a face to face appointment.

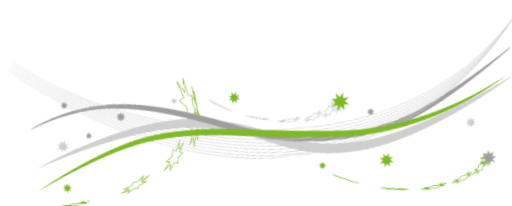
## Making appointments

Most young people will make an appointment before coming in, however at headspace Horsham you can also drop in without an appointment.

One of our friendly intake workers will see you if they are available. If they can't see you right away, we can make an appointment for you.

You can also call us on 5381 1543 to make an appointment. Other people can also make an appointment for you on your behalf if you are not comfortable to do so yourself. This can include family, friend, carer, your school or GP.

Please set aside 90 minutes for your initial appointment and all subsequent appointments we allow 60 minutes. Please note that not all appointments go for the allotted times



# The first visit

When you first visit our centre for an Intake and Assessment, you will have a chat with an intake worker about what is happening in your life. The intake worker will ask you some questions about what has been going on and will try to work out a plan that will best support your needs moving forward.

We encourage you to also be a part of the planning process so that you feel comfortable with the decisions being made for your care.

## Who are the Intake and Assessment workers?

Our intake workers are experienced and trained mental health professionals. They have a passion in supporting and working with young people and their support networks.

Sometimes it might take more than one appointment for us to understand your wants and needs.

If you have questions around the assessment process please visit:

<https://headspace.org.au/health-professionals/psychosocial-assessment-interview/>

## Can I bring a support person with me to my appointment?

If you feel more comfortable with a friend, parent or carer in the room, this is okay! Whatever makes you feel comfortable is what we will support.

## Why do I need to fill in an iPad when I come to my appointments?

Each **Client Wellbeing Survey (h.A.P.I)** you fill out goes to the clinician you are seeing so that they have an idea of how you have been feeling before seeing you in session and helps provide you with the best support possible.

The personal information will be recorded in a secure headspace database called headspace Applications Platform Interface or hAPI.

headspace National Office evaluates, conducts research and reports on how well headspace is providing health services to you and your peers and what we can do to improve.

Filling out the survey also helps us with our funding so that we can keep providing **FREE** services to our community that supports young people.

If you have any questions regarding the hAPI Survey, please ask our friendly staff.

## What happens after my first appointment?

If you decide to continue with headspace services, you will work on specific goals with your allocated headspace clinician. These goals and support pathways may include, but not limited to:

- Brief or early intervention
  - Problem solving
  - Supportive counselling
- Study, vocational or employment assistance
- Alcohol and other drug assistance with a Youth, Alcohol & Other Drug Counsellor
- Sexual Assault and Family Violence Counsellor
- Participation in headspace Horsham groups
- Referral to another agency best suited to your needs

Wait times may vary after your first appointment, this is contingent on demand periods for our centre and clinician caseloads.

As **headspace** is a voluntary service, if a young person chooses not to engage and attend appointments we will respect their decision.

### If I'm not connecting with my clinician is it okay if I see someone else?

**Yes**, it sure is. If you are finding that you are not connecting with your clinician, you are more than welcome to see someone else at our centre. You can do this by asking any headspace Horsham worker. There are many options on how this can be done. Our main priority is that you are seeing someone you feel comfortable with and who will be the best person to help support you through your journey. So, don't be afraid to ask.

Please note that transferring to a new clinician may involve wait times, this will depend on the clinician's current case load.

### I cannot make it to my appointment or I do not want to come to my appointment.

That's okay! We would love it if you could call us on 5381 1543 and let us know in advance! Alternatively email [info@headspacehorsham.org.au](mailto:info@headspacehorsham.org.au) or txt 0409 553 450

We can also help you rebook your appointment at the same time.

**Our FREE services are in high demand, so, we ask for at least 24-hour cancellation notice where possible.**



# No Show or Cancellation at short notice effects:

1. **You.** Overcoming your presenting difficulties requires commitment to your appointments. Progress simply cannot be made if you do not attend your appointments as scheduled as momentum of headspace services is lost.
2. **Other Young People.** There are many Young People who are on a waiting list for an earlier appointment, and these Young People are missing out on an earlier appointment they need. With sufficient notice of cancellation, we are able to offer this earlier appointment to them, however without sufficient notice, this is very difficult for us to do.
3. **headspace Clinicians.** Inadequate notice of change to appointments and non-attendance is disruptive to the clinician's time who has allocated your appointment time to you to help you achieve your goals.

## Appointment Reminders

We do provide appointment reminders via text messages at the time of making your appointment and 2-3 days prior to your appointment.

### OTHER REMINDER STRATEGIES:

- Somewhere you will see this regularly - on your fridge or bathroom mirror
- In your diary or calendar that you use
- In your phone calendar, and set an alarm reminder for the appointment
- Ensure that your appointment does not conflict with other commitments

## I'm unable to make the long commute to your centre in Horsham. Can I still access your services?

You sure can!! Our headspace Horsham Telehealth Service utilises video conferencing technology to connect rural and remote areas to headspace Horsham services, reducing travel time, expenses and personal hardship on you, your family, friends and carers. headspace Horsham workers liaise with registered Horsham Telehealth Centres/Schools and their Wellbeing liaison to coordinate an appointment time suitable for everyone. Contact our centre or your school to see if this is something you can access.

## Do you have access to a psychiatrist?

Yes we do, through headspace National Telehealth Service.

National Telehealth Service enables young people to access diagnostic assessment and management advice through a **MBS bulk-billed Telehealth consultation** with a psychiatrist using video conferencing. This includes a wide range of psychiatrists that are experienced in working with young people and are willing to collaborate with our clinical staff and referring General practitioners.

***A valid Medical referral from your GP is required to book an appointment***

All referrals & appointments are scheduled in consultation with headspace Horsham. We are required to liaise with you and if you wish your parent/carer.

You come into our centre for the video link with the psychiatrist, who can be located anywhere within Australia.

All telehealth consultations are Bulk Billed, so you do need a valid Medicare card, **there are no out of pocket expenses**

# I would like help but I'm not ready to come in yet? What can I do?

If you are not ready to come into our centre for an appointment, our free and confidential online support may be of benefit to you.

[www.eheadspace.com](http://www.eheadspace.com) is a free online service for young people where you can talk to a trained professional on anything that is going on for you. This is a really great first step to accessing support if you are not ready to see a counsellor in our centre.

eheadspace offers free web chat, email or phone conversations (1800 650 890) to young people and their family between 9am - 1am.

### **Helpful Information & Support:**

You can also go to our website <https://headspace.org.au/headspace-centres/horsham/> and access information and support for Life Issues, Health and Wellbeing, Mental Health, Yarn Safe, Work and Study and Alcohol & other Drugs.

### **If it's work or study**

Have a look at our Digital Work and Study Service. Exploring suitable education options, assist you with getting into study, as well as sourcing financial support for your education. Or how about assisting you with creating a winning resume, career planning, job searching and interview preparation – Go to our website and read all about what we have to offer including online resources for you. <https://headspace.org.au/young-people/digital-work-and-study-program/>

# Shared Decision Making and Youth participation

You are invited, encouraged and supported to take the lead in identifying your goals and desired outcomes for your support plan.

We give regular opportunities for you, your family and carers to provide written or verbal feedback and an Opportunity for you to take part in review meetings.

You are informed of these processes in your Initial Assessment and throughout your involvement with headspace Horsham.

All parents/carers are informed of these processes in the Family and Friends Information Pack. Other people important you will be informed of the participation process as appropriate.

## Consent and Confidentiality

We can only carry out interventions for young people who give consent. It is therefore your decision as to whether or not you want support.

Please note that this is something we will ask you when you attend.

We will provide you and your support people with enough information about the service so that you can make an informed decision about consent, confidentiality and its limits.

### **If under 15:**

A parent or legal guardian is the appropriate person to give consent to a young person under 15 accessing our service. However, in some cases these young people can consent to accessing treatment/support without parent permission. Please speak with one of our headspace team members or request a copy of our policy if you would like to know more.

### **If over 15:**

We will work with the young person to involve family and friends in ways that they are comfortable with, and that are likely to be beneficial to the young person's mental health.

## Privacy and Confidentiality:

Confidentiality policies can be confusing but it is also important in developing a professional relationship with you and this will be discussed early on during the assessment phase.

We work at the pace you are comfortable with and involve you in all the decisions that are made. When you talk to someone at headspace Horsham, what you say is kept confidential. This means that nothing you say can be passed on to anyone else without your permission. We also won't tell your parents or carers any information about you accessing our service unless you want us to, or if duty of care applies (see below).

After each session the young person has with their headspace worker, the headspace worker will write some notes on what they have talked about. These notes are kept together in a file in a secure electronic database.

If you would like a copy of our Privacy Policy, please request one. If you have any questions about confidentiality, please do not hesitate to ask a headspace staff member.

## We will collect some personal information:

This includes your:

- ❖ Full name & title
- ❖ date of birth
- ❖ address & contact number
- ❖ gender, sexual identity & sexual preference
- ❖ country of birth & language spoken at home
- ❖ Cultural status
- ❖ highest level of education.

You can choose not to answer some of these questions if you don't feel comfortable.

So we can document and monitor all the support you receive we will create a Client File for you. We can only collect this information from you if you give consent.

To help you decide whether you choose to provide this information, we will explain the client consent form at your first appointment that sets out: how we collect, protect and use your information how you can apply for access to your personal information how to make a complaint about our use of your personal information. If there is information you don't want us to collect, please tell us. We are happy to discuss this with you when you attend.

You can find out more by going to the link below.

<https://headspace.org.au/assets/Uploads/Centres/Horsham/Consent-and-Rights-and-Responsibilities-forms.pdf>

We destroy, delete or de-identify your information when it is no longer required for why we collected it.



## We have a legal and ethical commitment to duty of care

- If we think a young person is going to hurt themselves or someone else we can pass on information with the aim of preventing this from happening.
- If we believe that a young person is at risk of being seriously harmed by others, then we must contact the appropriate services.
- We must tell the police if the young person has committed a serious crime.

Sometimes it's helpful for us to talk with other agencies that the young person is involved in. If this is the case, we will ask for your permission to contact them.



## Do you have support for my family?

We sure do! We have lots of resources for families and friends at our centre. We also do family and friends support or counselling if needed and we have great programs such as Tuning into Teens that we offer to parents and carers.

# Self-Care: Supporting yourself in order to support others

At headspace Horsham we encourage self-care.

Practicing self-care enables us to best take care of ourselves and anyone we may also be supporting.

Sometimes, taking opportunities to slow down and take a breath may naturally assist with a distressing situation, and could assist you to think more clearly about a situation.

Here's a few ideas...



# English is my second Language

## **Translation and Interpreting Services (TIS):**

headspace Horsham can organise a translation and interpretation services if required.

## **What if I'm 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/>

headspace Horsham can also assist with your reading and writing needs.



# Feedback

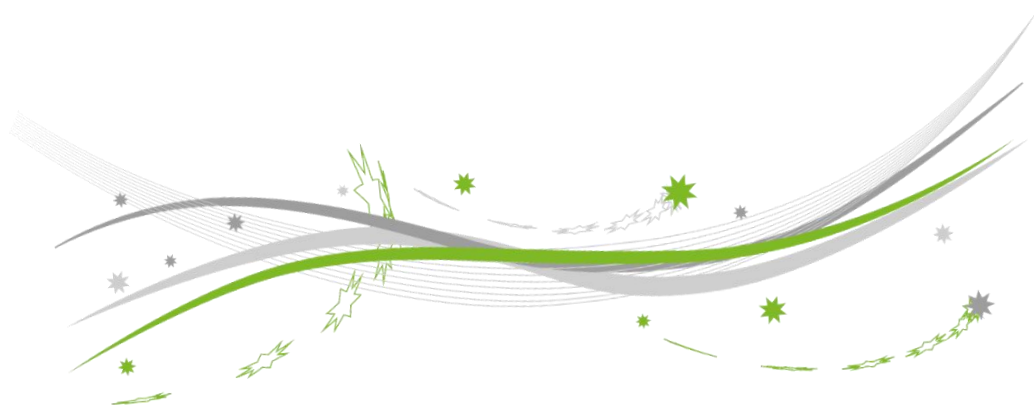
We always love getting feedback from our clients, parents or carers. Both the good and the bad as this is what helps to make our service the best that it can be for young people. We have feedback forms for compliments and complaints at reception. This can be completed and put in our confidential box at reception. You are also welcome to ask our staff for a feedback form if there aren't any available to you.

- Call: (03) 5381 1543
- Email: [info@headspacehorsham.org.au](mailto:info@headspacehorsham.org.au) and title the email subject "Feedback"
- Complete the paper copy feedback form and send it through post, email or by dropping it in.

## First Aid

The onsite first aid office is at reception.

Please alert us at your earliest convenience if you have any allergies or first aid concerns.



# Youth Reference Group

**Your** Youth Reference Group (YRG) will contribute to determining the direction of and development of initiatives within headspace Horsham.

We encourage the voice of you and your peers to be heard and acted upon.

If you are passionate about youth mental health and want to reduce the stigma of mental health issues, giving young people an opportunity to be heard in a safe and caring environment then contact us to get involved.

P: (03) 5381 1543

E: [info@headspacehorsham.org.au](mailto:info@headspacehorsham.org.au)

Being part of the YRG is a rewarding experience as you are able to participate in the following:

- Professional Development Training
- Attend and Participate in our centre meetings
- Contribute to our centre planning days
- Advocate for mental health and headspace Horsham at schools and events
- Attending community and national forums
- Research, Plan and Develop group programs for our centre

Our YRG members come from various walks of life and all share the same passion about improving access to mental health services in the Wimmera and beyond.

# Alternate Resources

## Reachout

- [au.reachout.com](http://au.reachout.com)

ReachOut provides specially targeted information to help any young person who visits the service.

## Qlife

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

Life provides anonymous and free LGBTI peer support and referral for people in Australia wanting to talk about sexuality, identity, gender, bodies, feelings or relationships

## Helping Minds

- <https://helpingminds.org.au/>
- 1800 811 747 or 9427 7100

We support children, young people, adults and families that are affected by mental illness.

## Mobile Apps

Smiling Mind: A daily mindfulness and meditation guide at your fingertips

MindShift: MindShift is an app designed to help teens and young adults cope with anxiety.

1GiantMind: Learn how to meditate through their free apps and events

ReachOut WorryTime: Allows you to control everyday stress and anxiety by acting as a place to store your daily worries

Headspace: Life-changing skills of meditation and mindfulness in just a few minutes a day.

