

headspace Horsham Co- design project

What we heard report

March 2026



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.



The headspace Story • mind • body • spirit • culture • country is artwork that's been created by artist Riki Salam of We Are 27 Creative after consultation with key members of the headspace network and cultural advisors.

Introduction



About the project

headspace Horsham is working to make the centre a better place for young people.

The goal is to create a space that feels safe, welcoming, comfortable and easy to use for everyone who comes through the door, especially young people, their carers and staff.

To do this, we started by **listening**.

This project asked a simple question:

What would you want headspace Horsham to feel like, and how can the space better support young people's wellbeing?

We wanted to make sure the future design reflects what young people and their carers actually need and want in order to feel comfortable and safe.



This is not just a refit, it is a change to reflect the voices of those who matter most: the young people and communities we serve.


What we did

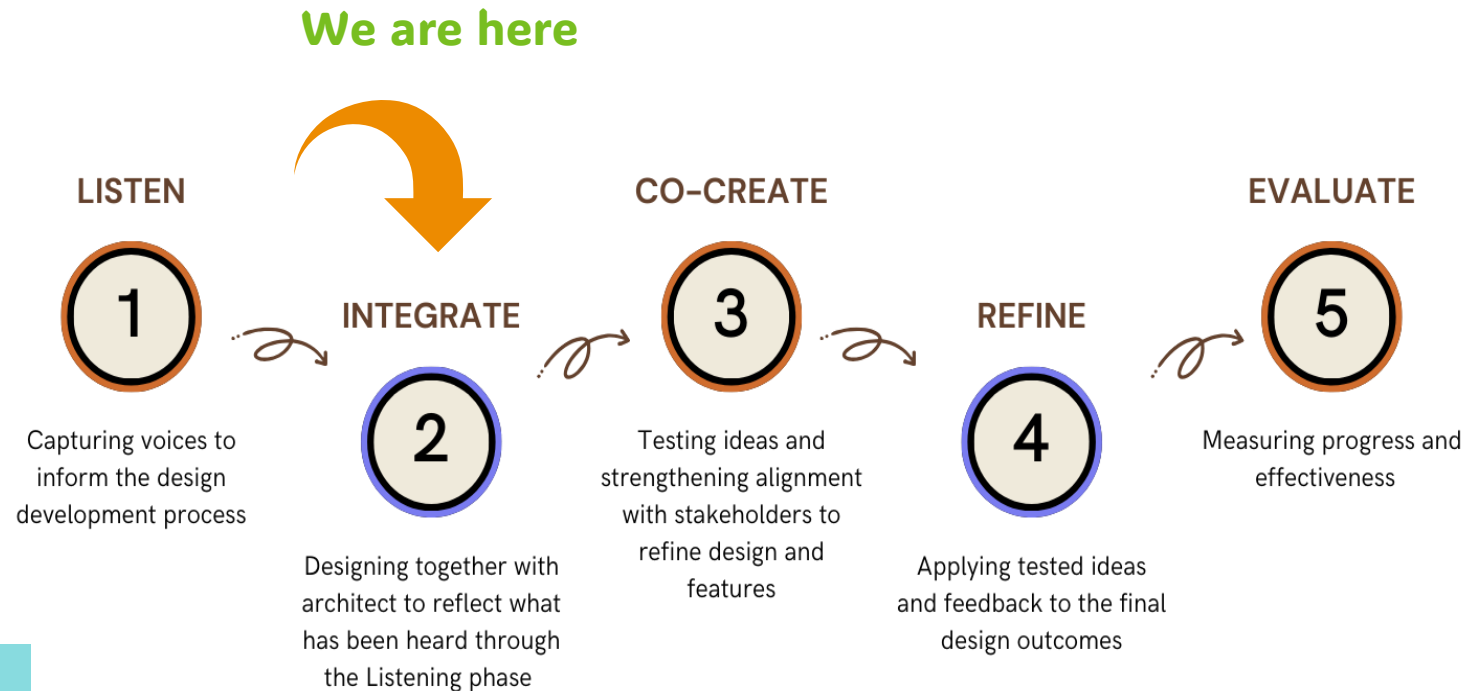


As part of the first step of the co-design process, we wanted to hear your thoughts and ideas to capture authentic voices during the 'listening phase'.

We heard from many users and non-users of the centre, through a range of methods such as survey, walkthrough and workshops.

This feedback is now being used as part of the design process with an architect to design the new space for you.

 **Co-design means people who use the space help shape it**



headspace Horsham co-design approach

Activities

We used a range of methods to hear your feedback and ideas in an accessible way.

These activities produced valuable and detailed feedback through:

- 68 Online surveys
- 3 Workshops with 16 participants
- 3 Walk throughs of the space
- Drop-in comments and conversations
- Printed map in the reception area

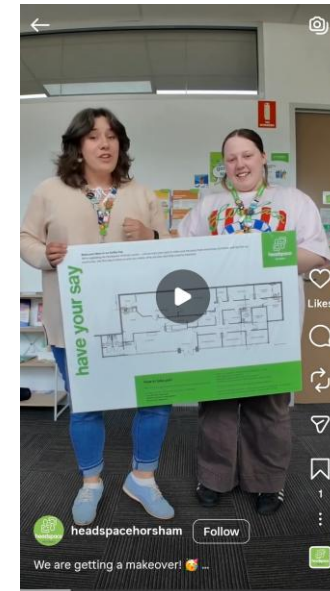
We also got the word out through social media, email, newsletters and a QR code.

Some people already use headspace, and others don't — both views were important.



Liked by headspacehorsham Your Space and others and headspace

Join us in the centre (77 Hamilton Street Horsham) this Tuesday 16th December from 5-6pm to have a walk through and see the centre as it currently stands and share your ideas. Anyone can join, just bring yourselves and a positive attitude! 😊



Who we heard from

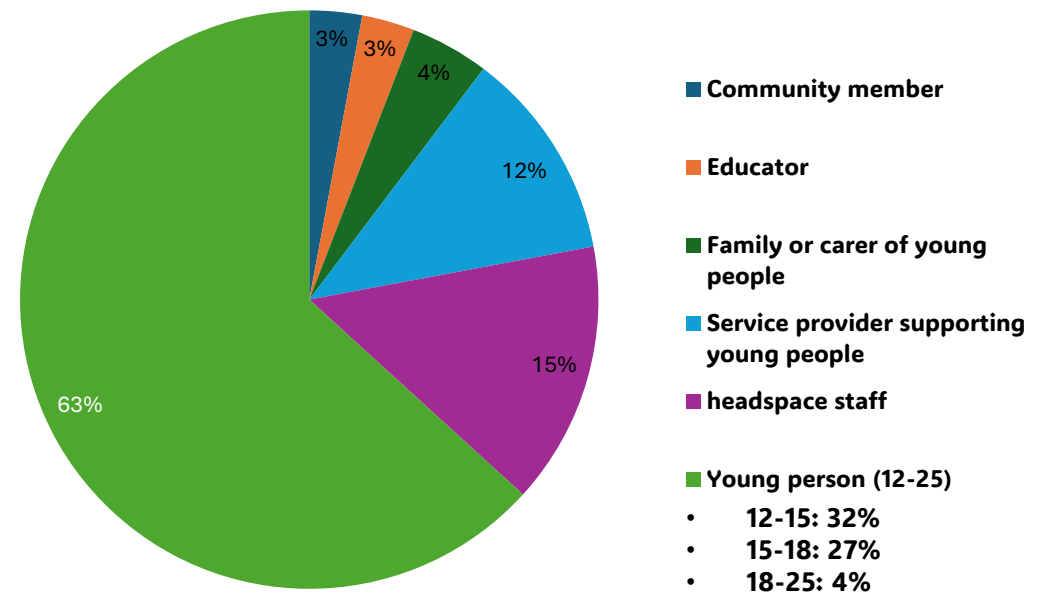
We heard from 68 people through surveys, along with additional young people, carers and staff who took part in workshops, walkthroughs and informal feedback.

Most survey responses came from young people (63%). The biggest group was aged 12–15, followed by those aged 15–18.

We also heard from **headspace staff, families and carers, service providers, educators and community members**, giving a mix of perspectives from people who use the centre, support young people, or work there.

Importantly, feedback included both current users and non-users of headspace Horsham.

Survey responses by user groups



- Young person (12-25)
 - 12-15: 32%
 - 15-18: 27%
 - 18-25: 4%



In total, approximately 100 voices from your community contributed!

What we heard



Across all groups, people told us similar things.

Many said the current space feels too clinical, too bright and not very private.

Young people told us they want a space that feels:

- calm and safe
- comfortable and homely
- welcoming and youth-friendly
- private and discreet.

People asked for **better lighting, less noise, more privacy, clearer layouts, and spaces that feel more relaxed and creative.** Things like soft seating, plants, artwork, quiet corners and flexible rooms were suggested.

Highlights

Top 3 feelings desired in future space:

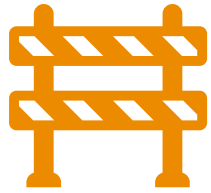
1. Comfortable
2. Safe
3. Relaxed

Top spaces prioritised:

1. Counselling and treatment rooms
2. Reception and waiting area
3. Youth drop in space

Current experience ratings:

Average 3.5 on a 5-point scale.



Barriers



People shared what worked well, and what was hard when using headspace Horsham.

This feedback showed what needs to improve so the space is easier to access, nicer to use, and better for everyone who comes there.

Lighting & mood

The lights feel too bright and clinical, like a hospital.

Privacy & noise

Sounds travel between rooms, so it doesn't always feel private or safe.

Being seen entering

Some people worry about being seen going in because the entrance is very visible.

Layout & finding your way

The space is hard to move around, and signs aren't clear. Sometimes you have to walk through staff areas.

Look & feel

The space feels cluttered or unwelcoming. Some room names make people feel confused or anxious.



Your ideas



We heard lots of great ideas from young people, carers, and staff.

Some of them are shared here to show the different views and experiences in our community.

-  **Staff**
-  **Young person**
-  **Carer**

“Sheer curtains would soften the space and create more privacy.”

“Introduce adjustable lighting to set the mood for different activities.”

“Large but under utilised spaces when it comes to the intended function of each space/room”

“Improved flow across access to spaces (limits feeling of confusion & overwhelmed).”

“Home-like feel: Comfortable seating options (couches, armchairs), cozy break areas, restorative spaces.”

“Alive plants—air flow. Welcoming and homey.”

“Hammocks or net floor (normally in high ceiling rooms) as a chill out area. Bring the outdoors in....cave room. (Quite, green and feels like a forest).”

“A corner where you can sit down, enjoy the quiet and have an iPad there to do some drawing or colouring.”

“Sound proof walls, warm lighting, colour and touches of personality (eg: weighted blankets, plants, artwork, etc).”

“Maybe the rooms could be themed like areas of our region (eg: bush, waters) and have motifs that represent that.”

How your voices will shape the design



We created four ‘**design principles**’ for this upgrade by listening carefully to what you told us. These principles will help guide our ideas, our designs, and the choices we make on the project.

1. Privacy

This space respects your privacy and helps you feel safe. There are private areas where you can talk openly without worrying about being overheard. Quiet entrances and soundproofing help protect your conversations.

Privacy helps build trust and makes people feel emotionally safe when they come for support.

2. Comfort

This space is designed to feel calm, safe, and easy to be in. Comfortable seating, warm lighting, and smart layouts help reduce stress and make the space feel welcoming.

Comfort is about feeling relaxed and supported—whether you’re waiting, talking with someone, or getting help.

3. Flow

The space is easy to move through and simple to understand. Clear paths, clear signs, and open layouts help people find their way without stress.

Good flow means the space feels smooth and easy, from the moment you arrive to when you’re ready to take part.

4. Welcoming

The space should feel friendly and inclusive as soon as you walk in. It celebrates different cultures, identities, and backgrounds, and helps everyone feel like they belong.

A welcoming space feels open, safe, and non-judgmental, so young people feel comfortable joining in and being themselves.



A ‘design principle’ is like a rule for decision-making, helping the team who design the new space transform your ideas into a design.

What happens next?

Your feedback helped shape the design ideas.
We're now working with an architect to turn those ideas into real plans.

Next, we'll **share the draft design with you.**

This is your chance to check it out, share thoughts, and make sure it reflects what you told us.

After that, the design will be finalised, and we'll start upgrading your space!

If you would like to be involved in the project, email Mark Potter mark.potter@vt.uniting.org.

