

# Welcome Guide

*2020 / Version 5*



*headspace Mildura would like to acknowledge all the Traditional Owners throughout the Murray- Mallee region as the First Peoples of this Nation on whose land we work and live. We also pay respect to all their Elders past and present and honour their culture.*





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This guide is digitally interactive , try clicking on the hyperlinks.....







# Welcome to headspace!

Established in 2006, headspace, the National Youth Mental Health Foundation, was first funded by the Federal Government to deliver youth-friendly, stigma-free services at a number of locations around Australia. Today, headspace is a major provider of clinical and early intervention services, specifically targeting youth mental health across the country. Administered and supported by headspace National Office, a network of 110+ centers are currently contracted across all states and territories.

## the headspace network



### New South Wales

- Armidale<sup>1,3</sup>
- Batemans Bay<sup>1</sup>
- Bathurst
- Bega
- Broken Hill
- Cessnock<sup>1,3</sup>
- Coffs Harbour
- Cowra<sup>1,3</sup>
- Dubbo
- Gosford
- Goulburn
- Grafton
- Griffith
- Katoomba<sup>1,3</sup>
- Kempsey<sup>1</sup>
- Lake Haven<sup>1</sup>
- Lismore
- Lithgow<sup>3</sup>
- Maitland
- Newcastle
- Nowra
- Orange
- Port Macquarie
- Queanbeyan
- Tamworth
- Tweed Heads
- Wagga Wagga
- Wollongong
- Sydney:**
- Ashfield
- Bankstown
- Bondi Junction
- Brookvale
- Campbelltown
- Camperdown
- Castle Hill
- Chatswood
- Hurstville
- Lithgow<sup>3</sup>
- Maitland
- Miranda
- Mount Druitt
- Parramatta
- Penrith

### Victoria

- Albury Wodonga
- Bairnsdale
- Ballarat
- Bendigo
- Echuca<sup>1</sup>
- Frankston
- Geelong
- Horsham
- Mildura
- Morwell
- Ocean Grove<sup>1,3</sup>
- Portland<sup>3</sup>
- Rosebud<sup>1,3</sup>
- Sale<sup>1,3</sup>
- Shepparton
- Swan Hill
- Wangaratta<sup>1,3</sup>
- Warrambool
- Wonthaggi
- Melbourne:**
- Bentleigh<sup>2</sup>
- Collingwood
- Craigieburn
- Dandenong
- Elsternwick
- Glenroy
- Greensborough
- Hawthorn
- Knox
- Lilydale<sup>1</sup>
- Melton
- Monash<sup>1</sup>
- Narre Warren
- Pakenham<sup>1,3</sup>
- Sunshine
- Werribee
- Whittlesea<sup>1,3</sup>

### ACT

- Canberra
- South Canberra<sup>1</sup>

### Queensland

- Bundaberg
- Caboolture
- Cairns
- Capalaba
- Emerald<sup>1,3</sup>
- Gladstone
- Gympie<sup>3</sup>
- Hervey Bay
- Ipswich
- Mackay
- Maroochydore
- Maryborough<sup>1,3</sup>
- Meadowbrook
- Mount Isa
- Redcliffe
- Rockhampton
- Roma<sup>1,3</sup>
- Sarina<sup>1,3</sup>
- Southport
- Toowoomba
- Townsville
- Upper Coomera<sup>1</sup>
- Warwick
- Whitsundays<sup>1,3</sup>
- Brisbane:**
- Inala
- Nundah
- Strathpine<sup>1</sup>
- Taringa
- Woolloongabba

### Northern Territory

- Alice Springs
- Darwin
- Katherine<sup>1</sup>

### Tasmania

- Burnie<sup>1,3</sup>
- Devonport<sup>1</sup>
- Hobart
- Launceston

### Western Australia

- Albany
- Armadale
- Broomie
- Bunbury
- Busselton<sup>1,3</sup>
- Esperance<sup>1,3</sup>
- Geraldton
- Kalgoorlie
- Kununurra<sup>1</sup>
- Mandurah
- Margaret River<sup>1,3</sup>
- Northam<sup>1,3</sup>
- Pilbara<sup>4</sup>
- Rockingham
- Perth:
- Cannington<sup>1</sup>
- Fremantle
- Joondalup
- Midland
- Osborne Park

### South Australia

- Berri
- Mount Barker<sup>1,3</sup>
- Mount Gambier
- Murray Bridge
- Port Augusta
- Port Lincoln<sup>1,3</sup>
- Victor Harbor<sup>1,3</sup>
- Whyalla
- Adelaide:**
- Adelaide
- Edinburgh North
- Marion<sup>1</sup>
- Onkaparinga
- Port Adelaide

1 New headspace services opening 2019-2022  
 2 headspace Early Psychosis site for headspace Elsternwick  
 3 Denotes a headspace outpost or headspace satellite  
 4 Pilbara Regional Outreach

To ensure headspace centers are high performing organisations that can deliver on national objectives, they are supported by the national office infrastructure. headspace National Office (hNO) has a service capacity building and quality improvement function through such activities as training and education, driving community engagement and awareness raising, as well as undertaking research and evaluation and applying lessons learnt into practice.

As of 2016/2017 financial year, Primary Health Networks (PHN) were elected to provide grant administration for headspace's centres around Australia. For headspace Mildura, this is Murray PHN, with four other headspace centres located across the network: Swan Hill, Bendigo, Shepparton and Albury/Wodonga.





## We are headspace Mildura..



headspace Mildura is a place that young people between the age of 12-25 years can go if they are having a tough time. We aim to support young people's wellbeing by offering access to a range of free or low-cost services and/or assisting young people to engage with alternative community services and professionals. Mildura is a diverse community and headspace Mildura aims to offer an inclusive, safe and respectful service that supports our similarities and our differences, we take pride in working with young people from the LGBTQIA+ community, Aboriginal and Torres Strait Islander communities and from culturally and linguistically diverse (CALD) backgrounds.

You can visit our centre for advice, information and early intervention for:

- Mental & physical health concerns (including sexual health).
- Use of alcohol and other substances.
- Risk of homelessness.
- Vocational & educational support.

We also offer support groups including:

- **Alphabet soup** - Social and emotional support for LGBTQIA+ young people.
- LGBTQIA+ Family and Friends support group.
- **Tuning in to Teens** - 6 week emotion-focused parenting program.

headspace Mildura has the capacity to link in with Metropolitan services and specialists through the **Telehealth** platform.

## Our Consortia

headspace Mildura is operated by Mildura Base Public Hospital and, to facilitate holistic services, we are supported by a Consortia. Acting as our Governance Committee, this group brings together a range of local services who contribute and advise on our services and operations.

The group is comprised of:

- Mildura Base Public Hospital (MBPH)
- Sunraysia Community Health Services (SCHS)
- Mildura Senior College (MSC)
- Mildura Rural City Council (MRCC)
- Northern Mallee Community Partnership (NMCP)
- Mallee Accommodation and Support Program (MASP)
- Mallee District Aboriginal Services (MDAS)
- MADEC
- Sunraysia Mallee Ethnic Communities Council (SMECC)
- Northern Mallee Local Learning & Employment Network (NMLLEN)
- Mallee Family Care (MFC)

## Values

- **Inclusion** : We have a welcoming, safe and inclusive work environment - we believe that there is strength in difference.
- **Collaboration** : We share information and work collaboratively, internally and externally, to deliver great outcomes with young people.
- **Agility** : We are agile and innovative in our approach, so that we continue to meet the changing needs of young people.
- **Excellence** : We have dedicated people who are empowered to deliver on our promises so that we can provide professional, high quality services.





## HOURS

Monday:	9:00AM - 5: 00 PM
Tuesday:	9:00AM - 7: 00 PM
Wednesday:	9:00AM - 5: 00 PM
Thursday:	9:00AM - 5: 00 PM
Friday:	9:00AM - 5: 00 PM

**For urgent assistance or assistance out of business hours, please call Mildura Base Public Hospital Mental Health Services on (03) 5022 3500 or Lifeline on 131114.**



## HOWLONG IS AN APPOINTMENT?

First appointments can last up to 90 minutes, while ongoing appointments can last up to an hour. Appointments with the GP or Sexual Health Nurse may be shorter (up to half an hour).

## INTERPRETER



If you have any English language difficulties and would like to speak to us, you can contact us by using a telephone interpreter service on **131 450**, or we can help you work it out when you visit the centre.



## COSTS

headspace Mildura is a free or of low-cost service for all young people. It does not matter where you live or where you come from. Sometimes we may connect you with another service that may be able to really help - but we will make sure we talk you through any small costs that may be required (if any) and ensure you are comfortable with our recommendation.

There may be some costs associated with procedures or treatment consultations with our Sexual Health Nurse or GP, however with a Medicare card, most consultations will be bulk-billed. You can use your parent's or family's card, but if you are an Australian and over 15 years of age, you are entitled to have your own Medicare card. Having your own card will mean that your parents will not be able to view your visit with a doctor. To apply for your own card, visit your local Medicare office, or apply through the [Medicare website](#). If you need any assistance with this, please let us know!



## CHANGING PRACTITIONERS

If you are not feeling comfortable with your clinician, you can request to change. We can help ensure your information is passed on, so you do not have to re-tell your story.

## FEEDBACK

You are welcome to provide suggestions or feedback on our service to any of us, via the anonymous feedback box in our reception or via our [Online Feedback Form](#)



For serious concerns regarding your care, you can contact:  
 Health Services Commissioner  
 Complaints and Information  
 T: 1300 582 113  
 F: 90323111  
 E: [hsc@dhhs.vic.gov.au](mailto:hsc@dhhs.vic.gov.au)







## Consent

headspace is a voluntary service. Health workers can only provide treatment to you if you give consent. This is something we will ask you during your first appointment. In some circumstances, young people can consent to treatment without parental permission, however headspace Mildura encourages family and/or friends' participation throughout an episode of care when possible. If you would like a copy of our Consent Policy, please speak to your clinician.

## Confidentiality

When you talk to a headspace clinician, nothing you say can be shared to anyone else without your permission. However, there are some exceptions to confidentiality:

- If you are at risk of harming yourself or someone else.
- If you are at risk of being harmed by others.
- If you have committed a serious crime.

In these cases, we will provide only necessary information to the appropriate services or support people. If you have any questions about confidentiality, please speak to your clinician.

## Your Rights

headspace Mildura is committed to the rights of young people as described in the *Australian Charter of Healthcare Rights, 2008*:

- **Access:** The right to receive health care.
- **Safety:** The right to safe and high-quality care.
- **Respect:** The Right to be treated with respect, dignity and consideration.
- **Communication:** The right to be informed about services, treatment and options in a clear and open way.
- **Participation:** The right to be included in decisions and choices about health care.
- **Privacy:** The right to privacy and confidentiality regarding personal information.
- **Comment:** The right to comment in care and have concerns addressed.

# What happens when you visit headspace Mildura?

HELLO



*" I was really nervous about coming in, but the staff were so friendly, and we figured out ways to work through the things that were bothering me "*

You can access our services by dropping in, by phone call, email, fax, or through our website or someone can do this on your behalf if you prefer\*. We will get some basic contact information at this point and have one of our **Engagement & Assessment (E&A)** Clinicians contact you within the next 48 hours to have a chat about the issues impacting you and to organise a first appointment (**Intake Assessment**).

You will be sent a link for a brief online headspace survey (**hAPI**) to be completed before your first appointment during which you will have the opportunity to talk about your well-being and what you would like help with (e.g. your goals). If you would like, family members and/ or other supports are welcome to attend and join you in the consultation - this is up to you.

Your appointments may be in-person at the centre, by telephone or by video consultation (**Telehealth**). This will be a collaborative decision between you and your clinician



After your first appointment, the E&A Clinician will, with your consent, work with the rest of the headspace team to create a support plan tailored to you. The plan will be dependent on your concerns and goals; however, support may be inclusive of, but not limited to:

- Individual or group brief intervention and problem solving with a qualified counsellor at headspace Mildura.
- Early intervention and supportive counselling with one of our clinical team at headspace Mildura.
- Invitation to one of headspace Mildura's groups (e.g. LGBTQIA+ or an invitation for your parents/careers to attend Tuning in to Teens).
- GP or Sexual Health Nurse, for support, education and/or assessment.
- Education and/or vocational assistance in an individual or group format.
- Alcohol and other drugs assistance from an **Alcohol & Other Drugs (AoD)** counselor.
- Homelessness assistance.
- A supported referral to another agency or professional that best suits your needs (**External Referral**)

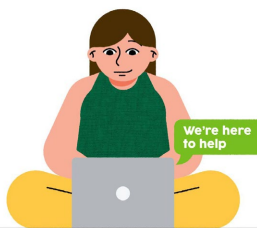
*\* headspace Mildura is a voluntary service, which means that it is your choice if you would like to receive support and you have the opportunity to decline or change your mind at any time. If you do change your mind or cannot make an appointment it is important to give us a call to let us know.*

## At a glance

- Referral has been made to headspace Mildura.
- Booked in for your first appointment.
- Intake Assessment completed.
- You will receive a call from your E&A Clinician to discuss your plan.

### Internal Referral

Your E&A Clinician will give you an overview of the Clinician you have been assigned to and their role at headspace Mildura. An appointment will be scheduled with your new Clinician.



### External Referral

An external referral may occur when a service other than headspace Mildura may better fit the support you need. Below is a basic guide to help support you in turning your plan into action!

- Your E&A Clinician will discuss with your potential options and find out your preferences.
- Your E&A Clinician will help facilitate a smooth transition of services by sending through important information with your consent.
- The service whom you are referred to will call you directly to organise an appointment.
- Your E&A Clinician will call you over the coming week to check in and make sure the transition between services went smoothly.

## What is a Mental Health Treatment Plan (MHTP)?

If your ongoing plan includes an external or internal referral to a private psychologist, specialist mental health social worker or occupational therapist, you may require a Mental Health Treatment Plan. This is a document created with your GP that allows you to access a Medicare rebate to offer a reduced cost or of no cost service.

## How do I get a Mental Health Treatment Plan?

1. Your Engagement & Assessment Clinician will discuss your need for a MHTP.
2. Make an appointment with your GP, or with our headspace GP, to discuss your current concerns, goals and recommendations. Your GP may ask you some general questions, similar to some of the questions your E&A Clinician may have asked.
3. Your headspace Clinician can support you in talking to your GP by providing you with a letter of support that outlines how you would benefit from a MHTP to facilitate your referral.
4. Your GP may provide your MHTP directly to you to be brought to the centre or send it directly to the E&A Clinician. It is a good idea to double check with us if we have received your MHTP.
5. Now that you have a MHTP, you will be eligible to receive ongoing therapeutic treatment at no or of a low cost.





# WHAT'S GOING ON FOR ME...?

*Your clinician can work through this with you to help understand what support you may need.*

What made it more likely for me to develop my current difficulties?

Stressful things that have happened recently:

The "Problem" (why I came to get help):

What keeps the problem going:

.....  
.....  
.....

Things that are on my side:

What will/does help now:

What will help ongoing:

Name : \_\_\_\_\_

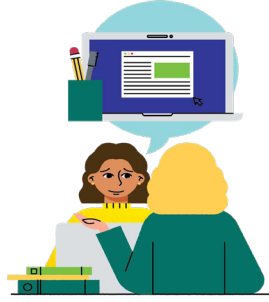


# headspace Online

## Work & Study

Free & confidential support delivered online or over the phone for 15-25-year olds. The headspace work & study specialists can assist you with creating a resume, career planning, job searching, interview preparation and exploring education options. They also offer a career mentoring service.

Visit: [headspace.org.au/work-and-study-support](https://headspace.org.au/work-and-study-support)



## Group Chat

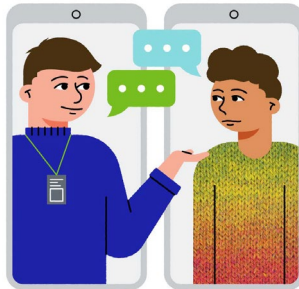
Group chats allow you to connect with other people like you. They are led by headspace mental health professionals hosted 3 times per month on topics where you, or those supporting you such as friends and family, can ask questions and receive information.

Visit: [headspace.org.au/eheadspace/group-chat](https://headspace.org.au/eheadspace/group-chat)

## eheadspace

Online and telephone support. Open 9am – 1am (Melbourne time) 7 days a week for a 1-on-1 chat for both Young People and their families & friends. It is a confidential, free, and safe space to talk about what's going on.

Visit: [headspace.org.au/eheadspace/connect-with-a-clinician](https://headspace.org.au/eheadspace/connect-with-a-clinician)



## Support Chats

### Navigating relationships:

Every Monday 6 pm - 10 pm

### qheadspace:

Every Tuesday 6 pm - 10 pm

### General coping:

Every Wednesday 6pm - 10 pm

### Yarnspace:

Fortnightly Thursdays 6 pm - 10 pm

### Supporting Others:

Fortnightly Thursdays 6 pm - 10 pm

## Community Spaces

A shared area of the headspace website for you to engage with each other about high level topics such as **general coping, qheadspace, yarnspace, navigating relationships, supporting others & climate change.**

Visit: [headspace.org.au/eheadspace/spaces/community](https://headspace.org.au/eheadspace/spaces/community)



## Your Own (Personal) Space

This is your space on the headspace website for you to collect and manage resources to build your own personalised mental health toolkit.

You have complete control of the spaces that you create and the resources you choose to save there.

Visit: [headspace.org.au/eheadspace/spaces/personal/setup](https://headspace.org.au/eheadspace/spaces/personal/setup)

## Information & resources

### Young People

If you are a young person aged between 12-25 and need information relating to general mental health, physical health, work & study, and alcohol and other drugs, this section is designed for you. You can also try our interactive activities here.

Visit: [headspace.org.au/young-people/life-issues](https://headspace.org.au/young-people/life-issues)

### Friends & Family

Raising sensitive issues and working to resolve problems that arise along the way can be challenging. It can also be hard as a parent to know the difference between normal behaviour, such as moodiness, irritability and withdrawal, and an emerging mental health problem. This section is designed to help you.

Visit: [headspace.org.au/friends-and-family/life-issues](https://headspace.org.au/friends-and-family/life-issues)

Here, you can also find **Yarn Safe**- resources for Aboriginal and Torres Strait Islander Young People.

## Follow us:



## Useful Apps

- ❖ Calm
- ❖ Breakup Shakeup
- ❖ Smiling Mind
- ❖ Happify
- ❖ Treat Ap
- ❖ Remente
- ❖ What's Up?
- ❖ Stop, Breathe & Think
- ❖ Daybreak
- ❖ Pacifica



- ❖ Headspace Inc.
- ❖ Daylio
- ❖ Calm Harm
- ❖ Chats for Life
- ❖ Moodpath
- ❖ PAUSE
- ❖ Self-help for Anxiety Management (SAM)
- ❖ 7 Cups
- ❖ Buddhista



## Interactive Activities

Online bite-sized modules of interactive content that encourage young people, family and friends to actively reflect on their own needs, engage in skill building and set meaningful goals to improve their mental health. There are many different topics available. Click on the links below to try these modules today! Visit : [headspace.org.au/interactive-activities](https://headspace.org.au/interactive-activities)



**staying active can boost your mental health.**

Do you want to learn more?

[get started](#)

[Where did this come from?](#) 30

**having trouble with motivation?**

Do you want to learn more?

[get started](#)

[Where did this come from?](#) 28

**sleep is incredibly important to support your mental health.**

Do you want to learn more?

[get started](#)

[Where did this come from?](#) 33

**understanding emotions is an important part of mental health.**

Do you want to learn more?

[get started](#)

[Where did this come from?](#) 31

**mindfulness can help us cope with the tough times.**

Do you want to learn more?

[get started](#)

[Where did this come from?](#) 20

**we all encounter problems that can sometimes feel overwhelming.**

Do you want to learn more?

[get started](#)

[Where did this come from?](#) 34

## FURTHER INFORMATION AND SUPPORT


 **kidshelpline**  
Anytime Any Reason  
[www.kidshelpline.com.au](http://www.kidshelpline.com.au)  
**1800 551 800**  
Free, private and confidential 24/7 phone and online counselling service for young people aged 5 to 25

 **Beyond Blue**  
[www.beyondblue.org.au](http://www.beyondblue.org.au)  
**1300 22 46 36**  
Information on supporting someone with depression or anxiety  
Online chat & phone support


 **Rainbow Door**  
[www.rainbowdoor.org.au](http://www.rainbowdoor.org.au)  
**1800 729 367**  
Free specialist helpline providing information, support, and referral to all LGBTIQ+ Victorians, their friends and families.

**SANE AUSTRALIA**  
[www.sane.org.au](http://www.sane.org.au)  
**1800 18 72 63**  
Information on supporting someone experiencing a mental health crisis.  
Online chat & phone support

 **MensLine Australia**  
[www.mensline.org.au](http://www.mensline.org.au)  
**1300 87 99 78**  
Information and support for men on emotional health, family and relationship concerns.

 **REACH OUT.COM**  
[au.reachout.com](http://au.reachout.com)  
Online mental health organisation for young people and their parents supporting them to get through difficult times

 **Butterfly**  
LETS TALK eating disorders  
[www.butterfly.org.au](http://www.butterfly.org.au)  
**1300 33 46 73**  
For people impacted by eating disorders and body image issues, and for the families, friends and communities who support them.

 **Black Dog Institute**  
[www.blackdoginstitute.org.au](http://www.blackdoginstitute.org.au)  
For Information on supporting someone with depression or bipolar disorder.



# Get involved!



## youthspace

Youthspace is the Youth Reference Group (YRG) of headspace Mildura. It is a group of young volunteers (aged 12-25) who are passionate about headspace and more broadly, the issues that involve young people in our region. The young members have the important role of making sure that headspace Mildura has the voice of the young people in mind in everything we do. Members may be involved with:

- Advocating for services that suit young people.
- Recruitment of headspace staff.
- Resource development.
- Raising awareness of headspace events.
- Representing headspace Mildura at community events.
- Feedback on service model.
- Assisting with planning and design of the centre activities.

If you are interested in joining the group, please call (03) 5021 2400 during business hours, or click here:

[JOIN NOW](#)



Alphabet Soup invites young LGBTQIA+ people aged 12-25 to attend fortnightly meetings which are facilitated by a trained lived experience Peer Mentor. Hosted at headspace Mildura or via telehealth; meetings vary between social evenings, educational sessions and 'Bright Ideas'. They give the young people an opportunity to plan and run events and activities for important days on the LGBTQIA+ calendar such as IDAHOBIT Day and Wear It Purple Day. Members can choose to be as involved as they would like and attendance at all meetings is not compulsory.

For more information call us on (03) 5021 2400 during business hours.

[SIGN UP](#)



## BOLD MAGAZINE

BOLD is generated by and for our local youth. We invite local young people to contribute their work, spanning from artwork, photography, digital art, poetry, fictional and non-fictional stories, fashion and interviews. BOLD provides a platform for showcasing local talent and achievements, and gives young people the opportunity to share their perception of mental and physical health and recovery, and promote awareness and help-seeking.

For Contributor & Artwork enquiries: [boldmildura@gmail.com](mailto:boldmildura@gmail.com)



[#BOLDmildura](#)



# Local Support Services



- Re-engagement of young people aged 12-18 years who have been out of school for 3 months or longer, providing an individualised learning program based on their strengths and interests so as to reconnect them onto a learning pathway back into school, TAFE or a Registered Training Organisation (RTO).



- Nationally Registered Training Organisation (RTO) delivering accredited training in high priority industry areas.
- Recruitment services provider and approved employer for the Australian Government Seasonal Worker Program.
- Provides Indigenous Youth Leadership Programs and Indigenous Wellbeing Services



- Settlement Engagement & Transition Services
- Translation services
- Youth activities
- Inclusion in sport and recreation program
- Multicultural festivals
- Playgroups



Service provider for Aboriginal and Torres Strait Islander people :

- Health and Clinical Services
- Visiting Specialists
- Social and Emotional Wellbeing
- Family Services
- Early Years services
- Disability services
- Financial counselling
- Youth justice



- Helps school students undertaking VET as part of their VCE and VCAL studies, including School-based Apprenticeships and Traineeships (SBATs), to access Structured Workplace Learning (SWL) placements in industry and business.
- Can connect young people with employers in wholesale , retail and personal services, tourism and hospitality and other sectors.



- Homelessness support
- Youth Mentoring Program
- Family & Youth services
- NDIS & Disability services
- Residential services

For urgent assistance, please call Mildura Base Public Hospital on 50223500 or Lifeline 131114. In an emergency call 000



headspace Mildura is operated by Mildura Base Public Hospital (MBPH).

headspace National Youth Mental Health Foundation is funded by the Australian Government Department of Health

*hM 400*  
Updated 20.04.2021: QIO  
Endorsed 20.04.2021 hMCM