

# Welcome Guide

Version 4



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





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# A YOUTH PLATFORM IS BORN:

## 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, early intervention services, specifically targeting youth mental health across the country. Administered and supported by headspace National Office, a network of 110+ centres are currently contracted across all states and territories.

## the headspace network



### New South Wales

Armidale<sup>1,3</sup> Port Macquarie  
 Batemans Bay<sup>1</sup> Queanbeyan  
 Bathurst Tamworth  
 Bega Tweed Heads  
 Broken Hill Wagga Wagga  
 Cessnock<sup>1,3</sup> Wollongong  
 Coffs Harbour  
 Cowra<sup>1,3</sup>  
 Dubbo  
 Gosford  
 Goulburn  
 Grafton  
 Griffith  
 Katoomba<sup>1,3</sup>  
 Kempsey<sup>1</sup>  
 Lake Haven<sup>3</sup>  
 Lismore  
 Lithgow<sup>3</sup>  
 Maitland  
 Newcastle  
 Nowra  
 Orange

#### Sydney:

Ashfield  
 Bankstown  
 Bondi Junction  
 Brookvale  
 Campbelltown  
 Camperdown  
 Castle Hill  
 Chatswood  
 Hurstville  
 Liverpool  
 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>  
 Warrnambool  
 Wonthaggi

#### ACT

Canberra  
 South Canberra<sup>1</sup>

#### 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>

### 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

#### 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>3</sup>  
 Hobart  
 Launceston

### Western Australia

Albany  
 Armadale  
 Broome  
 Bunbury  
 Busseton<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

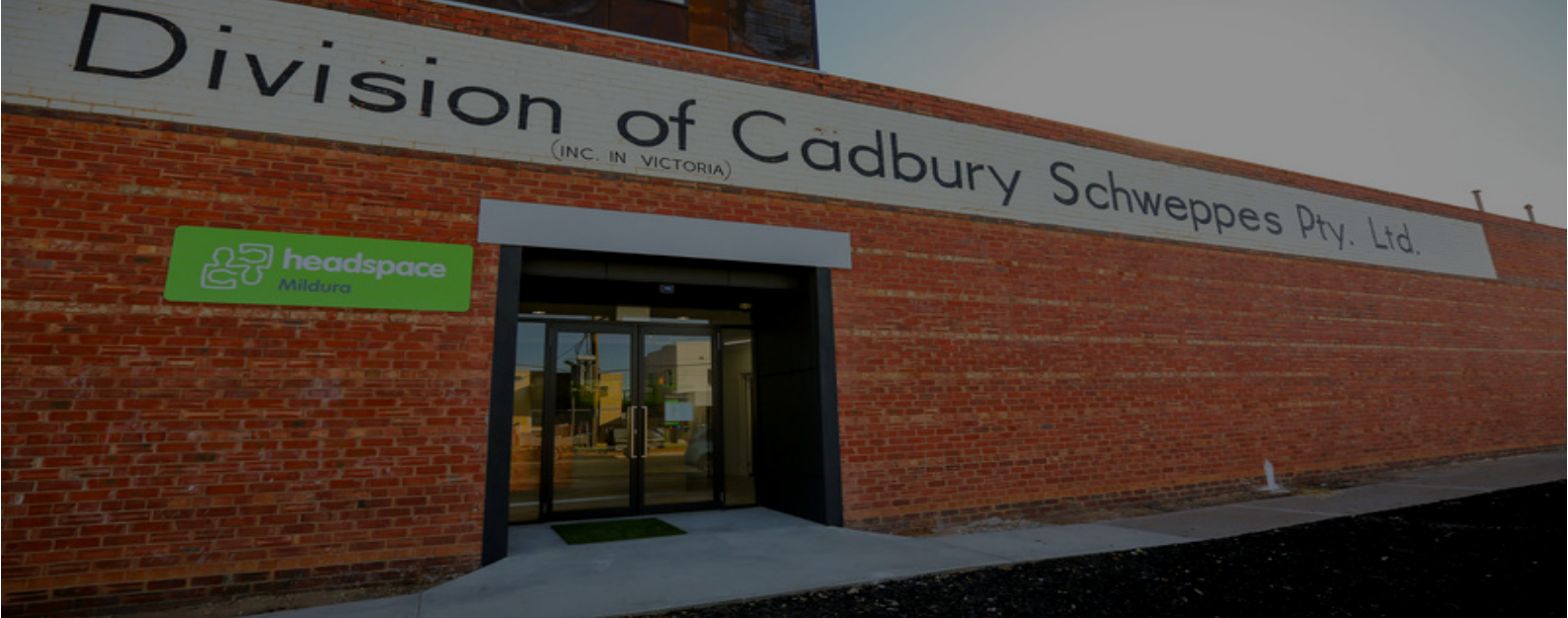
#### Adelaide:

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



## headspace Mildura... WHO ARE WE?



headspace Mildura is a place that young people between the age of 12-25 years can go if they are having a tough time. headspace Mildura aims to support young people's wellbeing by offering access to a range of free or of 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! headspace Mildura takes pride in working with young people from the LGBTQIA+ community, the Indigenous community and from culturally and linguistically diverse (CALD) backgrounds.

headspace Mildura is a good place to seek help if you need advice, information, and early intervention for the following;

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

headspace Mildura also offer support groups including:

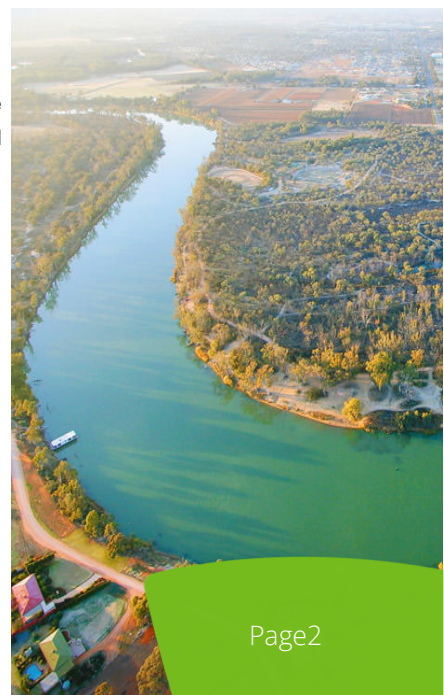
- Alphabet soup - Social and emotional support for LGBTQIA+ young people
- LGBTQIA+ Family and Friends support group
- Tuning into Teens - Parents education and support group

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 Hospital and to facilitate our 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 Hospital
- ❖ 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)







## HOURS

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

**For urgent assistance or assistance out of business hours, please call Mildura Base Hospital Mental Health Services on 50223500 or Lifeline 131114. In an emergency call 000.**



## HOW LONG IS AN APPOINTMENT ?

First appointments can last 90 minutes, while ongoing appointments can last up to an hour. Sessions with a doctor or sexual health nurse may be shorter.

## 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 talk to you about connecting with another service that may be able to really help - but we 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 a 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 won't 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, 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 don't have to re-tell your story. You are also welcome to provide suggestions/feedback to any of us or via our anonymous feedback box in reception.

**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



## FURTHER INFORMATION AND SUPPORT

### headspace National

<https://headspace.org.au>  
03 9027 0100

- Online chat & phone support
- Information and support for mental health, physical health, alcohol and other drugs and work and study

### BeyondBlue

[www.beyondblue.org.au](http://www.beyondblue.org.au)  
1300 224 636

- Information on supporting someone with depression or anxiety
- Online chat & phone support

### QLife

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

- information about supporting LGBTIQI people
- Online chat & phone support

### Sane Australia

[www.sane.org.au](http://www.sane.org.au)  
1800 187 263

- Information on supporting someone experiencing a mental health crisis
- online chat & phone support

### Mensline

<https://mensline.org.au>

- Support for men Information
- and support for emotional health and relationship concerns

### Black dog Institute

[www.blackdoginstitute.org.au](http://www.blackdoginstitute.org.au)

- Information on supporting someone with depression or bipolar disorder

### Carers Australia

[www.carersaustralia.com.au](http://www.carersaustralia.com.au)  
1300 224 636

- Carer counselling, advice, advocacy, education and training

### Reachout

[www.reachout.com](http://www.reachout.com)  
1300 224 636

- Information on supporting young people with mental health difficulties



# 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 headspace Mildura by dropping in, phone call, email, through the headspace Mildura website, or fax. We will grab 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 some of the issues that may be impacting you and to organise a first appointment here at headspace

At the first appointment, you will check in with our reception staff, who will ask you to complete a brief online headspace survey. During your first appointment you will have the opportunity to talk about your well-being and what you would like help with. If you want, family members and/or other supports are welcome to attend and join you in the consultation - this is up to you.

Once you have completed the appointment and identified your concerns and/or goals, the E&A Clinician will, with your consent, work with the headspace team to create a support plan tailored to you!

We like to meet you as soon as possible, but the wait times for appointments may vary, however, there are some great ways you can improve your well-being prior to your first appointment. Here are a few tips and phone apps that may help!

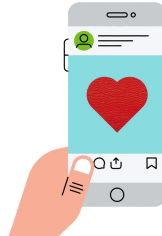
## TIPS

1. Get in to life
2. Learn skills for tough times
3. Create connections
4. Eat Well
5. Stay Active
6. Get enough sleep
7. Cut back on alcohol and other drugs



## APPS

- Headspace inc.
- Calm
- Breakup shake up
- Smiling Mind
- Happify
- What's up?
- Pacifica
- Remente
- Strava
- Daylio
- Calm Harm
- Fabulous
- Chats For Life
- Moodpath
- PAUSE
- Self-help for Anxiety Management (SAM)
- Stop, Breathe & Think
- 7 Cups
- Daybreak
- Headgear



## headspace Online

### eheadspace

eheadspace provides free Online and telephone support and counselling to young people 12-25 and their families and friends.

Here you can talk 1-on-1 with an eheadspace clinician via an Online chat, email or over the phone. You can also join group chats which cover a variety of helpful topics and are a great way to learn from other people's experience.

<https://headspace.org.au/eheadspace>

### Decks

'Decks' are 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.

The five '**Decks**' focus on the following topics:

- ❖ Understanding stress.
- ❖ Staying active
- ❖ Sleep.
- ❖ Understanding emotions.
- ❖ Problem-solving

<https://headspace.org.au/decks>

### headspace Work and Study

This platform is perfect for those 15-25 and worried about work or study. You will get free and confidential support from the headspace work and study specialists. Specialists can assist you with creating a resume, career planning, job searching, interview preparation and supporting you with exploring education options and support. You can chat to a specialist Online or via phone call.

<https://headspace.org.au/work-and-study-support>





# Then what...?

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 can't make an appointment it is important to give us a call to let us know.

After your first appointment, the E&A Clinician will, with your consent, speak with the rest of the headspace team to find the most appropriate support. The plan of attack will be dependent on your concerns and goals, however support may be inclusive of, and not limited to:

- Individual or group brief intervention and problem solving with a qualified counselor 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 i.e. LGBTQIA+ or an invitation for your parents/careers to attend Tuning into Teens A
- doctor 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 AOD counselor.
- Homelessness assistance.
- A supported referral to another agency or professional that best suits your needs (see next page for more info).

## Steps

1. Referral made to headspace Mildura
2. Phone call to book your first appointment (also referred to as 'intake')
3. Intake appointment completed
4. You will receive a call from your E&A Clinician to discuss your plan and explain what will happen next



### 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 you 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 who you are referred to will call you directly to organise an appointment
- Your E&A Clinician from headspace 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 plan 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 from headspace. 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 internal or external referral.
4. Your GP may provide your MHTP directly to you for you to bring into the centre, or send it directly to the E&A Clinician at headspace. 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 low cost.





# WHATS GOING ON FOR ME...?

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:

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



# HOW CAN I GET INVOLVED?



## Youth Reference Group - Youthspace

Youthspace is the Youth Reference Group (YRG) of headspace Mildura. They are 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

If you are interested in joining the group, please call (03) 5021 2400 during business hours, or email [sandy.guthrie@headspacemildura.com.au](mailto:sandy.guthrie@headspacemildura.com.au)



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, with some light tea provided, meetings vary between social evenings, educational sessions and 'Bright Ideas' which are based around community awareness activities. Bright Ideas 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! Attendance at all meetings is not compulsory. To join or for more information call headspace Mildura on (03) 5021 2400 during business hours

## BOLD MAGAZINE

The BOLD magazine evolved from feedback received from the local young people of the community who had the perception that there was a lack of opportunities available for young people. The aim of the publication was to address this message by offering alternate and relevant perspectives, as well as providing opportunities of experience for young people through the involvement in the development of a magazine.

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

<https://www.facebook.com/BOLDmildura>



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