

Welcome Guide

We're here for you

2026/Version 7



headspace Mildura would like to acknowledge the Latji Latji, Ngintait and Nyeri Nyeri peoples, the Traditional Custodians of the Country on whose land we work and live, and neighbouring tribes. We also pay respect to their Elders past, present and emerging and acknowledge the ancient connection they hold with their land, whose sovereignty was never ceded.

We acknowledge the individual and collective expertise of those with a living or lived experience of mental health, alcohol and other drug issues. We recognize their vital contribution at all levels and value the courage of those who share this unique perspective for the purpose of learning and growing together to achieve better outcomes for all.



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 numerous locations around Australia supporting young people aged 12 to 25 years. Many things contribute to someone's mental health; that's why at headspace, we provide information, support and services across four key areas which may affect a young person's health and wellbeing - mental health, physical health (including sexual health), alcohol and other drug services, and work and study support. Today, a network of 170+ centers are located across all states and territories, with additional online and phone counselling and vocational services available to young people and families as well as support for school communities.

the headspace network



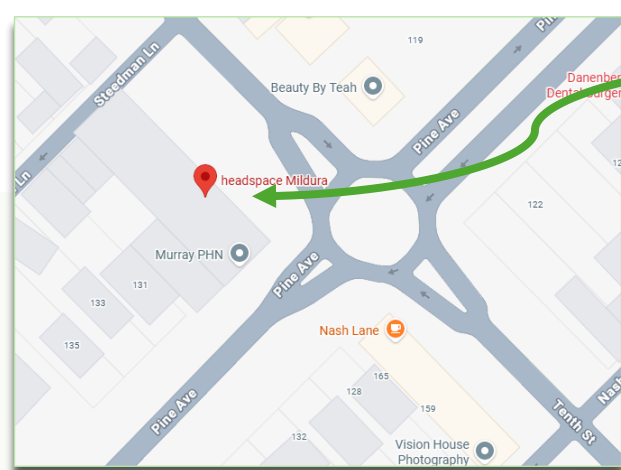
headspace Mildura

With the support of headspace National, headspace services are commissioned by Primary Health Networks (PHN) via a Lead Agency to deliver holistic assessment and management of a young person's health and wellbeing needs. For headspace Mildura, this is Murray PHN with Mildura Base Public Hospital as the Lead Agency.

To facilitate holistic services, we are supported by a Consortium. This group brings together a range of local services who contribute and advise on our services and operations. It is comprised of:

- Mildura Base Public Hospital (MBPH)
- Sunraysia Community Health Services (SCHS)
- Mildura Rural City Council (MRCC)
- 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)

You can find us here...



Everyone is welcome!



A little bit about us

With a focus on early intervention, headspace Mildura is a youth friendly organisation supporting young people between the ages of 12-25 years with their social, emotional and physical wellbeing, helping them get back on track and strengthen their ability to manage their mental health in the future.

We offer access to a range of free or low-cost services and/or assist young people and their families to engage with alternative community services and professionals if required. Under our 'No Wrong Door' approach, any person who does not meet the criteria for headspace, or whose needs would be best met by an alternative organisation, will be guided/supported to access a more appropriate service.

Mildura is a diverse community and at headspace Mildura, we offer an inclusive, safe and respectful service. This means we're responsive to the needs of, and actively welcoming and accepting of, all young people, irrespective of your culture, language, gender, sexuality, lifestyle, values and

beliefs, abilities, appearance or socio-economic differences. We offer flexible, tailored and culturally safe approaches to treatment.

You can visit us for advice, information and early intervention for:

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

We also offer social support groups and a range of education programs including:

- **Alphabet soup** – Fortnightly social and emotional support group for LGBTQIA+ young people and their families.
- **Tuning in to Teens** - 6-week emotion-focused parenting program.



These are our core 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.



OPENING 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
*Appointments available from 8.30am by request

CONTACT US

📍 Suite 2/125 Pine Avenue, Mildura
☎ 03 5021 2400
📠 03 5023 6760
✉ my.headspace@headspacemildura.com.au
🌐 headspace.org.au/headspace-centres/Mildura/

We are not an emergency service. For urgent assistance please call Mildura Base Public Hospital Area Mental Health & Wellbeing Services on 1300 36 63 75 / (03) 5022 3500 or Lifeline on 131114. In an emergency please call Triple Zero (000).

HOW LONG 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 Nurse may be shorter (up to half an hour).

INTERPRETER

Our services are provided in English, however if you have any English language difficulties or are hearing impaired, Victorian Interpreting & Translating Service (VITS) Language Loop offers face-to-face and phone interpreters which we can arrange for you at no cost.



COSTS

headspace Mildura is a free or low-cost service for all young people. Depending on the service you are accessing, you may need a Medicare card. 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. 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.

Sometimes we may look to connect you with another service that we believe may be able to help - but we will make sure we talk you through any small costs that may be required (if any) and assist you in getting a Mental Health Treatment Plan (MHTP) if needed. We'll always ensure you are comfortable with our recommendations.



CHANGING PRACTITIONERS

When you talk with us, it's important that you feel safe and comfortable. If you don't feel like it's a good fit with your clinician, you can request to change by speaking with your clinician if you feel comfortable or with one of our admin staff and they'll assist. We can help ensure your information is passed on so you do not have to re-tell your story.

FEEDBACK

We appreciate all feedback. You are welcome to provide suggestions or feedback on our service and the care you received to any of us, either in person or via the (anonymous) feedback form available on our website [Online Feedback Form](#). We also have a survey available in our waiting room on your experience.

SERIOUS CONCERNS

**For serious concerns regarding your care, you can contact:
Health Services Commissioner Complaints and Information**

☎ 1300 582 113
☎ 90323111
✉ hsc@dhhs.vic.gov.au

What happens when you visit headspace Mildura?

"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 and completing a registration/referral form, by phone call, email, fax, or through our website or if you prefer someone can do this on your behalf with your consent*.

We will get some basic contact information at this point and have one of our **Engagement & Assessment (E&A)** Clinicians contact you to have a chat about the issues impacting you and to organise a first appointment (**Intake Assessment or Focussed Support Session**). We will try our hardest to contact you within 3-5 Business days.

You will be sent a link for a brief online headspace survey (hAPI) to be completed before your first appointment; if you don't get a chance to complete this before coming in, don't worry we have iPads available for you to use in centre.

During your first appointment, 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.

HELLO



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:

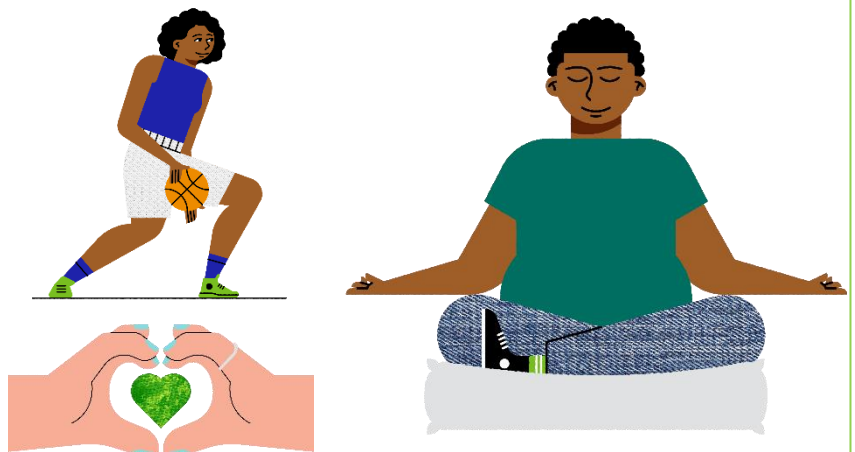
- Individual or group brief intervention and problem solving with a qualified counsellor at headspace Mildura.
- Early intervention and supportive counselling with one of our clinical team at headspace Mildura.
- Invitation to one of headspace Mildura's groups (e.g. LGBTQIA+ or an invitation for your 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, with a work & study specialist
- Alcohol and other drugs assistance from an Alcohol & Other Drugs (AoD) Counsellor.
- Homelessness assistance.
- A supported referral to another agency or professional that best suits your and/or your family's needs (External Referral). If you need a referral from a doctor to access a particular service, we can arrange this.

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

What is good mental health?



Good mental health is a state of wellbeing where you feel able to work and study, feel connected to others, are involved in activities in your community and 'bounce back' when life's changes and challenges come along.





At a glance

- Referral has been made to headspace Mildura.
- Initial phone chat and booked in for your first appointment.
- Intake Assessment (or Focussed Support Session) 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

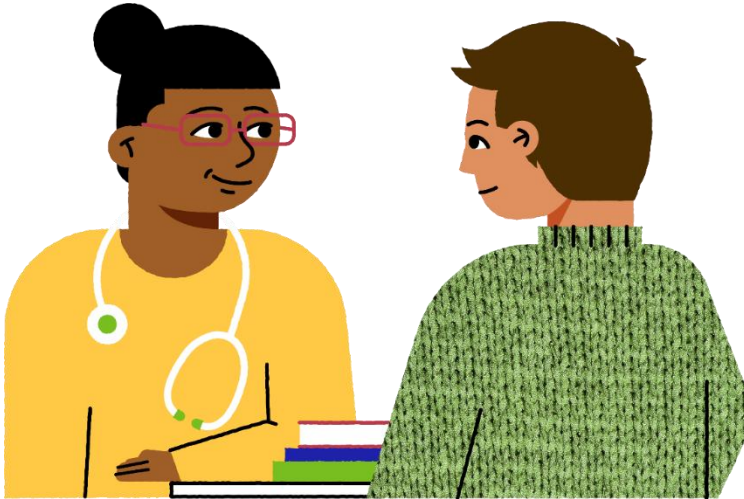
An external referral may occur when a service other than headspace Mildura may better fit the support you need. Below is a basic guide to help support you in turning your plan into action!

- Your E&A Clinician will discuss with 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 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.



Mental Health Treatment Plan

WHAT IS IT?



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 ONE?

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.**
5. **Your E&A Clinician will send your MHTP and relevant information from your assessment to the new provider**
6. **Now that you have a MHTP, you will be eligible to receive ongoing therapeutic treatment at no or of a low cost.**

HEADSPACE SURVEY

Have you ever wondered how filling out surveys at headspace helps you and why we ask you to fill them out each time you attend an appointment?

Surveys are one of the ways we get your feedback. Your honest feedback helps us to support you to get the most out of your sessions and appointments.

It helps us identify when we are getting it right and when we aren't, so we can respond and change it up if things aren't working for you.

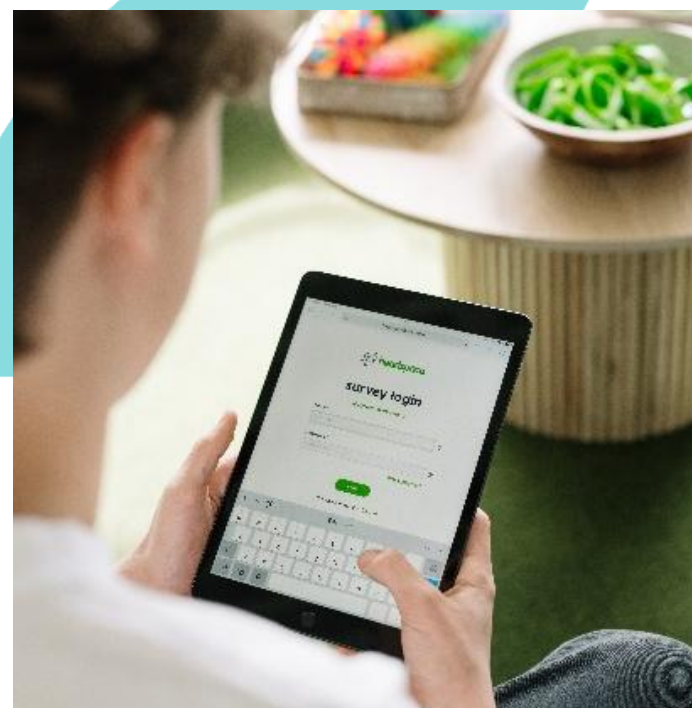
The information we get from the headspace survey can

help start important conversations between you and your worker.

The survey only takes a few minutes to complete. If you have any questions about your survey, ask one of our friendly team members for support.

You complete your survey;
- The day before; using the link sent to you via SMS and/or email.
- On the day; in centre using our iPads.

headspace is a government funded initiative, by completing your survey you can help us continue to provide accessible mental health support.



IMPORTANT THINGS TO NOTE



CONSENT

headspace is a voluntary service, and we can only provide support/treatment to you if you give consent; this means that it is your choice if you would like to receive support and that you can decline or change your mind at any time. This is something we will speak with you about 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. In some cases, we may need a parent or legal guardian to consent for you to access a particular service (e.g. if you are under a certain age). If you would like a copy of our Consent Policy, please speak to your clinician.

CONFIDENTIALITY & LIMITATIONS

Your information is treated confidentially; when you speak to a headspace clinician, nothing you say can be shared to anyone else without your permission. However, because we have a duty of care to keep everyone safe, 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.
- a court has a reason to access records using a subpoena or other court order.

In these cases, we may have to break confidentiality and advise/provide information to another person (e.g. parent/guardian) or service (e.g. Police, DFFH). We will only provide the information that needs to be disclosed and only to the people that need to be told. We will make every effort to let you know this beforehand; however this may not always be possible.

SHARING INFORMATION WITH OTHER RELEVANT AGENCIES

Some Young People may need advice or help from more than one person or organisation. headspace Mildura provides support with mental health, physical health, substance use and vocation & education concerns to assist with your social recovery.

We may need to speak with our partnering agencies or refer you to another service or organisation for more specialised support. This is to ensure you get the right help, when and where you need it, without having to re-tell your story.

To best support you and help make decisions with your treatment, we may also request to speak with someone engaged in your care, such as a family member or counsellor. There is space on the consent form to list who you are happy for us to share relevant information with (unless it applies to below). We only share information to improve your experience in getting the right help and to support your recovery and safety.

FAMILY AND FRIENDS

We believe that your family and friends play an important role in your path to better wellbeing.

Wherever possible, we support and create meaningful opportunities for your family and friends to directly participate in our services, in ways that you are comfortable with, and that are likely to be beneficial to your wellbeing.

All involvement of family and friends is done with your privacy and confidentiality in mind.

IMPORTANT THINGS TO NOTE

headspace Mildura ensures that your personal information is confidential and treated respectfully.

CASE NOTES AND STORAGE

- Case notes are notes that you might see us taking when we are with you, or we might take them after our meeting to ensure that important information is documented.
- Your personal information and case notes are kept confidential and stored safely and securely.
- At headspace Mildura, we use an electronic medical record (EMR) system called MasterCare Plus (M+) that securely stores your information, including your identity. This is password protected and secured to ensure your information remains private. Only headspace Mildura team members will be able to access the EMR and will only access information relevant to their role.
- If you would like to access your records, you are able to request this under the Privacy Act (1988) (there is a formal process involved and this may take some time).
- We work as a team at headspace Mildura and will share your relevant information with the team, and as we are part of Mildura Base Public Hospital this may include members of the Mental Health & Wellbeing Service. This information may include the issues or circumstances that you would like help with and the work we do with you and may also mean that we obtain information from the Mental Health & Wellbeing Services regarding any previous involvement. This is done to make sure we are providing you the best service we can to meet your needs. Working as a team also helps staff to remain accountable and to help everyone to continue to learn and improve.

REPORTING

headspace Mildura ensures that your personal information is confidential, kept private and treated respectfully. While we are required to share data/information about you to our funding and evaluating bodies (e.g. Department of Health, Primary Health Network, headspace National) to evaluate and improve our services, we do not include any personal or identifying information when we do this (e.g. your name and address will not be included).

The information in this form will be discussed with you during your initial appointment at headspace Mildura. At this time, you will also be supported to complete a consent form confirming your understanding and acceptance of these privacy, confidentiality and information sharing principles and identifying who you would like involved in your care.

Please speak with your headspace Clinician if you have any questions about this form.





Your rights and responsibilities when you attend headspace Mildura

My Rights

- Access: I have a right to attend headspace Mildura and receive (or be supported to access) treatment that meets my needs and addresses issues that are important to me.
- Safety: I have a right to receive support that is high quality and provided in a way that ensures my safety.
- Respect: I have a right to be treated with dignity, respect and consideration.
- Partnership: I have a right to be included in the decisions made about my care.
- Information: I have a right to receive information about my health and the services and treatment options available at headspace Mildura in a clear and youth orientated way.
- Privacy: I have a right to privacy and confidentiality. The information you share while receiving support at headspace Mildura will only be shared with the people and services you have agreed to. If your communication with us raises safety concerns for yourself or others, we will reach out to check that you and/or others are safe. If required, we may pass on information to a family member or authorities to keep you as safe as possible.
- Give Feedback: I have a right to provide feedback without any negative impact and receive a response to any concerns that I express.

My Responsibilities

- I will attend appointments and I will make every effort to contact headspace if I am unable to make my appointment.
- I will give all that I can to the process of change and be an active participant during my sessions at headspace.
- I will approach headspace staff with the respect and dignity I would like to receive.
- I will cancel my appointment if I am too drug or alcohol affected to participate.
- I will maintain the privacy and confidentiality of other people who I might see at headspace.
- I will show respect for the premises and property of headspace.

Please speak with a staff member if you have any questions about these.

WHAT'S GOING ON FOR ME...?

Your clinician can work through this with you to help understand what your support 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:

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



what are mental health difficulties and when to seek help

What are mental health difficulties?

You may have heard the phrase 'mental health difficulties' used before. It's helpful to think about mental health on a spectrum from mentally healthy to mental illness. Everyone sits somewhere on this spectrum, and where you are can change from day-to-day or week-to-week, depending on lots of things.

Let's explore the mental health spectrum:



Healthy

This means you feel able to work and study, feel connected to others, be involved in activities in your community and 'bounce back' when life's changes and challenges come along.

Difficulties

This is where people might feel like they aren't doing so well.

Coping

This is when people feel some pressure but are doing OK.

Mental illness

This is a broad term that refers to a group of conditions like anxiety, depression or others. These can significantly affect how a person feels, thinks, what they do and how they interact with others. Almost half the population will experience a mental illness at some point in their lives.



By finding the right support and strategies, things can get better.

Understanding mental health difficulties

Everyone can experience mental health difficulties from time to time. During these times people might notice their sleep, mood, motivation or energy are not going as well as they would like.

If you've noticed these sorts of changes, it's important to look after yourself, learn a bit more about what's happening for you, and get support from family and friends.

If these experiences last a few weeks or more, and are starting to affect things like relationships, or work and study, it's a sign that you might be heading towards the difficulties area of the spectrum.



Contributors to mental health difficulties

Things such as:

Current circumstances

- such as stress at school, uni, TAFE or work
- money problems
- difficult personal relationships
- problems within your family.

Difficult life experiences

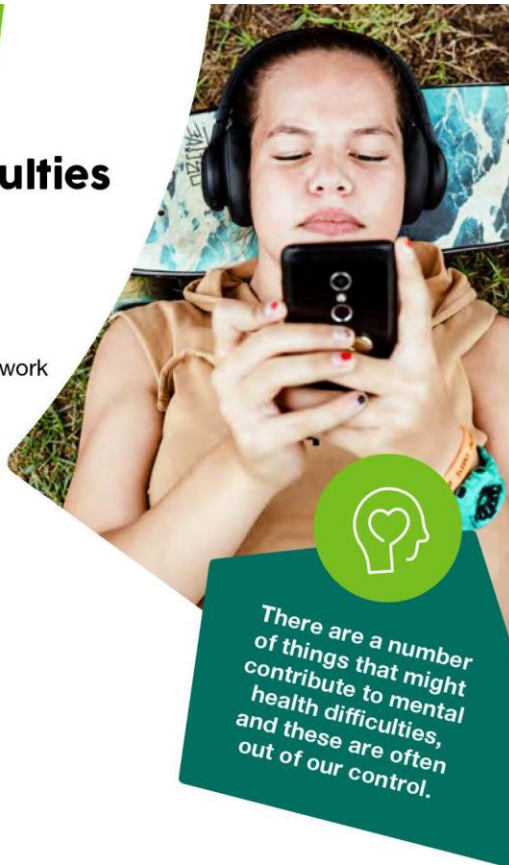
- abuse
- neglect
- the loss of someone close to you.

Individual factors

- coping skills
- thinking styles.

Biological factors

- family history of mental health difficulties.



There are a number of things that might contribute to mental health difficulties, and these are often out of our control.

Looking after your mental health

There are a number of things you can do to look after and maintain your mental health and wellbeing. As a start, include the tips for a healthy headspace into your everyday routine. This will leave you more prepared to cope with the challenges you face in your everyday life.

These include:

- get into life
- create connections
- learn skills for tough times
- eat well
- stay active
- get enough sleep
- cut back on alcohol and other drugs.



How do I know if I'm experiencing a mental health difficulty?

Signs and symptoms of mental health difficulties:

- not enjoying, or not wanting to be involved in things that you would normally enjoy
- feeling sad or 'down', or crying more often
- changes in appetite, eating, or sleeping patterns
- being easily irritated or having more problems with family and friends
- finding that you aren't performing at school, TAFE, uni or work like you used to
- being involved in risky behaviour that you would usually avoid, like taking drugs or drinking too much alcohol, or depending on these substances to feel 'normal'
- having trouble concentrating or remembering things
- having negative, distressing, bizarre or unusual thoughts
- feeling unusually stressed or worried
- feeling like things have changed or aren't quite right.

Getting support

Taking that first step can be tough, but if you are experiencing mental health difficulties, it's important that you reach out to a trusted friend, family member, teacher, Elder, or counsellor to share what you are going through.

You can also get in touch with your GP, local headspace centre or use our online or phone-based service at headspace.org.au/eheadspace

If you ever feel unable to cope because of overwhelming or intense emotions, or if you have any thoughts of harming yourself, then ask for help immediately.



If you or someone you know is going through a tough time you can get help and support from headspace, your school, TAFE or university wellbeing service or your local health provider. For more information, to find your nearest headspace centre, or for online and telephone support, visit headspace.org.au

If you need immediate assistance call 000 or to speak to someone urgently, please call Lifeline on 13 11 14 or Suicide Call Back Service on 1300 659 467.

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

 **headspace**
National Youth Mental Health Foundation

Seven tips for a healthy headspace

Taking steps to maintain your mental health and wellbeing helps you live your life in a positive and meaningful way and supports you to bounce back when times get tough.



GET INTO LIFE

Set a goal or task that you want to achieve for the day – it can be something small like making your bed, going for a walk or calling your friend.

Try some new hobbies and keep doing the things you love as best as you can like reading, drawing or exercising.

LEARN SKILLS FOR A TOUGH TIME

It might be helpful to learn new coping skills to maintain and improve wellbeing.

Try journaling thoughts and feelings, practise some breathing exercises, explore mental health apps or websites, create a new routine, or take a digital detox.



CREATE CONNECTIONS

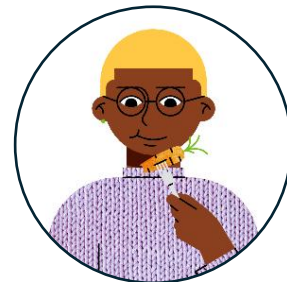
Feeling connected to others is an essential part of being human. Spending time with family, friends and people in your community can strengthen your mental health and wellbeing.

Planning a catch-up with friends, joining a club, participating in a safe sport or joining a safe online community can help you feel connected and meet new people/

EAT WELL

Minimise unhealthy snacks. It's good to develop coping strategies that are not related to food.

Be sure to nourish your body with things like fruits and vegetables, foods high in fibre, fermented foods like unsweetened yoghurt, olive oil and fish.



STAY ACTIVE

Staying active can help you sleep better, manage stress and boost your mood. Make time to take a break from study or work to do some exercise, whether it's going to the gym, kicking a ball with a friend or just taking a walk.

Start small, and make sure it's something you enjoy.

GET ENOUGH SLEEP

Try to stick with a sleep routine.

Go to bed and wake up at the same time as much as possible and aim for at least eight hours of sleep a night.

Switch off from electronics 30-60 minutes before bed.



CUT BACK ON ALCOHOL AND OTHER DRUGS

Be mindful of your use of alcohol and other drugs.

Try a short break – start with a few days and then try a week., consider alternatives like herbal tea, water or a smoothie, and find new activities to keep you engaged.

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 for young people aged 18-25.

Visit: headspace.org.au/work-and-study-support

EHEADSPACE

Online and telephone support. Open 3pm – 10pm (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

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

GROUP CHAT

Group chats bring young people together. There are both peer-led chats where you can share tips and experiences with others as well as chats led by headspace mental health professionals where you, or those supporting you such as friends and family, can ask questions and receive information.

Visit: headspace.org.au/eheadspace/group-chat

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

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

FRIENDS AND 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

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



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



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](#)

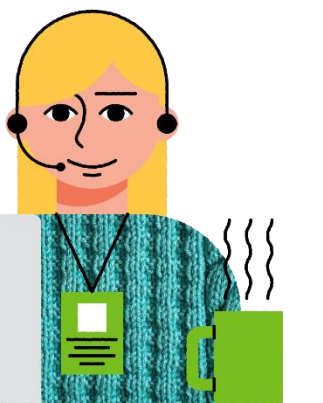
[Where did this come from?](#)

34



Your Journey, your choice

There are many ways you can get the support you need just from visiting the headspace website and creating an account.





FURTHER INFORMATION AND SUPPORT



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.



www.beyondblue.org.au 1300 22 46 36

Information on supporting someone with depression or anxiety. Online chat and phone support available.



www.rainbowdoor.org.au 1800 729 367

Free specialist helpline providing information, support, and referral to all LGBTIQ+ Victorians, their friends and families.



www.sane.org.au 1800 551 800

Information on supporting someone experiencing a mental health crisis. Online chat and phone support available.



www.mensline.org.au 1300 87 99 78

Information and support for men on emotional health, family and relationship concerns.



au.reachout.com

Online mental health organisation for young people and their parents supporting them to get through difficult times.



www.butterfly.org.au 1300 33 46 73

For people impacted by eating disorders and body image issues, and for families, friends and communities who support them.



www.blackdoginstitute.org.au

For Information on supporting someone with depression or bipolar disorder.

Useful apps

- Calm
- Breakup Shakeup
- Smiling Mind
- Happify
- Treat Ap
- Remente
- What's Up?
- Stop, Breathe & Think
- Daybreak
- Pacifica
- Headspace Inc.
- Daylio
- Calm Harm
- Self-help for Anxiety Management (SAM)
- Chats for Life
- Moodpath
- PAUSE
- 7 Cups
- Buddhify



GET INVOLVED!

We believe that having young people involved in the work we do is the key to delivering the best services for young people. Any young person, family member or carer who would like to help promote youth mental health support can contact us via my.headspace@headspacemildura.com.au or call us on 03 5021 2400.



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.
- Resource development.
- Raising awareness of headspace events.
- Planning and helping out at community events.
- Feedback and input 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:

[SIGN UP](#)



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. [JOIN NOW](#)




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



 [#BOLDmildura](#)

We credit headspace National Youth Mental Health Foundation for information contained in this document

For urgent assistance please call Mildura Base Public Hospital Area Mental Health & Wellbeing Services on 1300 366 375 or Lifeline 131114



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, Disability and Ageing

NM 400

Reviewed & updated January 2026