

Welcome Pack

**If you have any questions
please contact us on
5136 8300**



What to expect from headspace Morwell

So, you are about to come to headspace Morwell? Regardless of whether this is your first time seeing a counsellor, or you have had counselling before, the following will give you an idea about what to expect from counselling at headspace Morwell.

Young person directed

Young people are the **experts** of their own experiences. When it comes to decisions about their care, they have **control** to shape their journey. From choosing a counsellor who resonates with them to deciding whether family, friends, or carers should be involved, young people **actively participate** in defining their goals and preferences.

Structured

Counselling sessions are usually offered for a period of **6-8 sessions**, with appointments running between **45- 60 minutes**. Appointments are scheduled fortnightly (or as discussed with your counsellor) and rebooked after each session. Your counsellor will **review** the structure of appointments throughout your engagement with headspace services.

Voluntary

There will come a time when your journey with a headspace Morwell clinician will come to an end. Please don't hesitate to let us know if you would like to **re-engage** for further support and we would be pleased to arrange a new intake and review. **You are welcome back any time.**

Confidential

Confidentiality means that everything you and your counsellor speak about **stays** between the two of you. When you come to your intake appointment you will complete a **consent** form where you can give your counsellor permission to speak to **other people** which may include a parent, service provider such as a GP, a teacher at school, or no one if you choose so. There are some circumstances that your counsellor may need to break confidentiality, this includes if you are at **risk** of harming yourself or others, if there is a **legal reason** (e.g. subpoenaed by the court) or if you ask them to.

Flexible

Counsellor's approaches to counselling may **differ** in many ways maintaining flexibility to **your needs**, however, all counsellors will use an **evidence-based** approach when they provide care. **It is totally okay** if you don't feel comfortable with your allocated counsellor, please let your counsellor or our friendly reception staff know so we can **reorganise** this for you

Give feedback

You have a right to:

- Provide feedback, ask questions or complain without it affecting the way you're treated.
Call: 1800 242 696
Email: feedback@lchs.com.au
Web: www.lchs.com.au
- Have your concerns resolved openly and fairly, and in a timely manner
- Complain to the relevant Commissioner:

New South Wales and Victoria:

Aged Care Quality and Safety Commissioner

Call: 1800 951 822

Email: info@agedcarequality.gov.au

Web: www.agedcarequality.gov.au

NDIS Quality and Safeguards Commissioner

Call: 1800 035 544

Web: www.ndiscommission.gov.au

If you wish to provide feedback to the National Disability Insurance Scheme (NDIS):

Call: 1800 800 110

Email: feedback@ndis.gov.au

Web: www.ndis.gov.au

Victoria only:

Health Complaints Commissioner

Call: 1300 582 113

Web: www.hcc.vic.gov.au

Mental Health Complaints Commissioner

Call: 1800 246 054

Email: help@mhcc.vic.gov.au

Web: www.mhcc.vic.gov.au

You have a responsibility to:

- Tell us if there are any problems with the care, support or services we provide
- Try to resolve your concerns with us first

More information may be found on our website:
www.lchs.com.au

For queries, please call: 1800 242 696

Monday to Friday: 8.30am to 5.00pm

Your rights and responsibilities

Latrobe Community Health Service works together with clients to achieve the best possible healthcare and support services.

This brochure describes what you, or someone you care for, can expect from Latrobe Community Health Service when you are using any of our services.



Access

You have a right to:

- Access the health care, services and support you need, regardless of your ability to pay, or whether you have private insurance

Safety

You have a right to:

- Safe, high quality services, support and care that meet national standards
- Use our services in an environment that is safe and makes you feel safe

You have a responsibility to:

- Give us the information we need to support and treat you
- Provide a safe environment when we are visiting you, or you are visiting us

Partnership

You have a right to:

- Ask questions if you're unsure about something, and be involved in open and honest communication
- Take an active role in your health care and support
- Participate in decisions about your treatment, services and support
- Include the people you want in planning and decision making about the health care and services you receive
- Participate in the planning, design and evaluation of our services
- Share your ideas and experiences by talking to staff, writing letters, completing surveys or joining focus groups

Respect

You have a right to:

- Be treated as an individual, with respect, dignity and consideration
- Have your culture, identity, beliefs and choices recognised and respected

You have a responsibility to:

- Treat our staff and other clients with respect, dignity and consideration

Information

You have a right to:

- Clear, understandable information about your health and the services you're receiving
- Understand the possible benefits and risks of the services you're receiving, so you can give informed consent
- Receive information about our services, wait times and costs
- Seek a second opinion
- Be given assistance when you need it, to help you understand and use your health information
- Be given access to an accredited interpreter when receiving support and care
- See your health care record - please call our Records Management Officer on 1800 242 696
- Be told if something has gone wrong while using our service, how it happened, how it may affect you and what's being done to make your care safe

You have a responsibility to:

- Attend appointments, or let us know if you can't attend

Privacy

You have a right to:

- Have your personal privacy respected
- Have your information kept secure and confidential
- Have a say in what happens to your personal health information
- Restrict access to your health record and understand the potential impact on your health care if you choose to do so
- Have your personal record updated if any information is incorrect or incomplete
- Apply under Freedom of Information or Health Records laws for your complete health record

You have a responsibility to:

- Respect the privacy and confidentiality of others

Children

We respect the rights of children and young people. If you are a child or young person, you have a right to:

- Get the care you need
- Feel safe and be safe
- Be respected for who you are
- Understand what is happening and why
- Be involved in your care by asking us questions, tell us what we're doing well and what we're not doing well
- Have the people you want involved when you're using our services
- Privacy

Have you heard of our single sessions?

headspace Morwell can provide you with a single, one-on-one session with a mental health practitioner.

During this session, you can focus on a specific area of need, such as understanding your moods, sleeping well, or body image. We can work on as many topics as you need.

These sessions are available at our 'Brief Intervention Clinic'. Let us know if you'd also like 'brief intervention' for any of the following topics.

Understanding my anger:

This session will build your skills in dealing with anger and aggression. Understand what anger is, how to recognise it, and find positive ways to express yourself.

Communicating with confidence:

Learn how to be assertive and express yourself in a clear, honest, and respectful way. Learn to recognise and understand how others communicate.

Physical activity for wellbeing:

Find out about the many fun ways to incorporate physical activity into your daily routine. With exercise, you can decrease stress, anxiety, and depression, and increase energy levels, concentration, and sleeping times.

Problem solving skills:

Learn helpful ways to cope with difficult situations and issues that pop up. This topic looks at simple ways to sort through problems, find solutions, and put them in place.

Understanding and managing my moods and anxiety:

Learn how to identify and deal with the difficult emotions you feel. This session focuses on finding strategies to manage your anxiety, stress, sadness, depression, and other emotions.

Sleeping well:

This session looks at your current sleeping patterns, the contributing factors that are disturbing your sleep, and explores new strategies to improve your sleeping routine.

Understanding and accepting myself:

This session looks at body image and how you see yourself. It challenges stereotypes, how much money you spend on your appearance, and the impact of social media. Learn about body positivity and improve your self-esteem by implementing strategies that build a positive relationship with yourself.

Mindfulness and relaxation:

Find out what to do when you're feeling overwhelmed, uncomfortable, and just want to switch off. You will develop mindfulness and relaxation skills to keep you grounded.



Welcome to headspace Morwell!

Congratulations on taking the first step to becoming a better version of you!

Through headspace Morwell and our youth services outreach programs, we'll work with you to:

- reduce your drug and alcohol intake
- enhance your emotional, psychological and physical wellbeing
- improve your connections to family, friends, employment, training and housing

**Call us anytime on 5136 8300
or walk-in on Thursdays from 2-4pm**

Corner of George Street and Hazelwood Road,
Morwell, VIC 3840

Sounds good? How we work:

STEP 1

Assessment

We have a chat to figure out what services or support you need, and how we can help

STEP 2

Treatment Plan

We then work with you and other services to develop a treatment plan aligned to your goals.

STEP 3

Appointments

headspace and our service providers will meet you on a weekly, fortnightly or monthly basis, depending on your need. Your outreach workers may be able to provide transport to your appointments.

Our outreach services are available for as long as you need - you can have unlimited appointments!

Innovative Health Support for Homeless Youth (IHSY)

Who: 15-25 year-olds who are homeless, or are at risk of becoming homeless

What: Our Community Health Nurse will connect with you wherever you need (at home, school or in the community) to support you with your health goals

Where: Latrobe Valley (Churchill, Moe, Morwell & Traralgon)

Youth AOD Outreach Service

Who: 12-25 year-olds who need support with alcohol and other drugs (AOD)

What: Our AOD workers meet you at home, at school or in the community to support your AOD goals

Where: Latrobe Valley, Wellington & Monash

We offer:

- Strategies to stop using drugs and alcohol (lapse and relapse are part of the AOD journey)
- AOD abstinence strategies
- AOD relapse prevention strategies
- Strategies to reduce the risk and harm that comes with taking drugs
- Personalised treatment plans
- Strategies to improve relationships with friends, family and the community
- Strategies to reduce self-harm & risk-taking / criminal behaviors
- Strategies to strengthen your belief that you can do something
- Strategies to build your social and communication skills

We provide links to:

- Centrelink
- Training and education providers
- Job agencies
- Mental health services
- Housing providers
- Doctors

When can you see us?

You may have to wait up to 4 weeks to see an AOD outreach worker.

But while you wait, ask us about our:

Brief Intervention Clinic

Single sessions on topics like AOD & anxiety

Moderated Online Social Therapy Program (MOST)

Online support from your peers, clinicians & career counselors - plus access to a library of tools.

Get in touch!

headspace Morwell 5136 8300

- Kids Helpline 1800 551 800
- DirectLine 1800 888 236
- Youth Drug & Alcohol Advice Service (YoDAA) 1800 458 685
- Lifeline 13 11 14



Scan to call us



Get into life



Learn skills for tough times



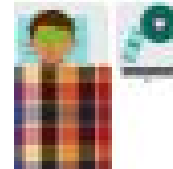
Create connections



Eat well



Stay active



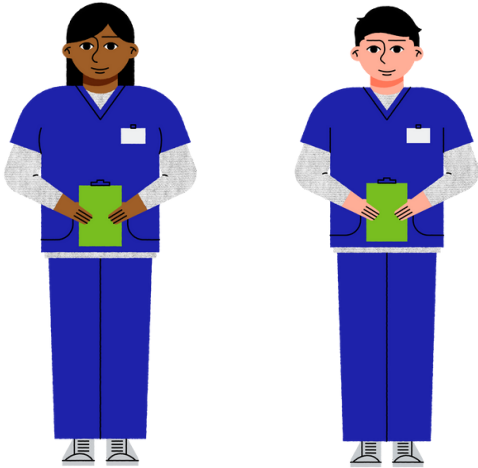
Sleep well



Cut back on alcohol and other drugs

Physical health services

Most of these services require an appointment – contact 5136 8300 to book.



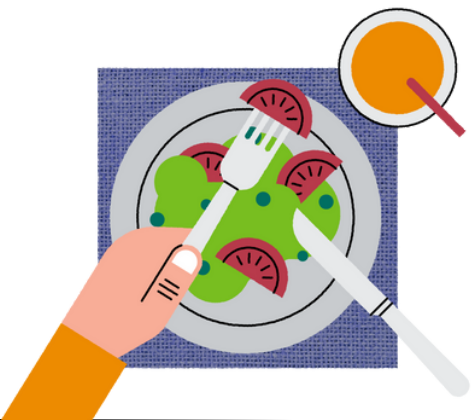
healthy parents, healthy babies **Weekly – Monday 1pm – 5pm**

- Support and practical resources during pregnancy and for new parents.
- Improve the health and wellbeing of new parents and babies.



GP (doctor) **Weekly – Thursday 9:15am – 4pm**

- Can help you with all your health needs.
- Appointment required



Dietician **Last Tuesday of each month, 9am–12:30pm**

- Drop in and have a confidential chat with a dietician.
- Receive education and information about nutrition.
- No appointment required.

headspace Groups

headspace groups and services are open to anyone 12-25 years of age.
For more information about groups or to sign up, contact us on
5136 8300 or email us at info@headspacemorwell.org.au



Youth Reference Group (YRG)

Bi-Monthly - Wednesdays 3:30pm - 5pm

- Volunteer and have your voice be heard to ensure our centre is meeting the needs of our local young people.
- Support headspace Morwell events, projects, and presentations.
- Develop valuable skills, such as confidence, communication, advocacy and leadership skills.



Create, Make and Relate

Fortnightly - Tuesday 4pm - 5:30pm

- Meet and socialise with others who share your creative passions.
- Get education and practical skills around mental health, hygiene, healthy eating and drinking and sexual health.



Geek Club

Weekly - Wednesday 5pm - 6:30pm

- Connect with young people who share your passion for video games, anime, manga, superheroes, TV, film and more.



Whatever

**Monthly - First Wednesday of the month
5pm - 6:30pm**

- Provides safe and inclusive LGBTQIA+ activities and events.
- Meet other local LGBTQIA+ young people and allies.

Client wellbeing survey ***why it is important***

Before appointments you will be sent a client wellbeing survey (hAPI). The information in this survey goes to your clinician so they have an idea of how you have been feeling before seeing you in appointments and helps them provide you with the best support possible.

The personal information will be recorded in a secure headspace database called headspace Applications Platform Interface or hAPI. headspace National office evaluates, conducts research and reports on how well headspace is providing health services to you and your peers and what we can do to improve. Filling out the survey also helps us with our funding so that we can keep providing FREE services to our community that supports young people.

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



find an online chat (or chats) for you

Our online peer group chats are anonymous, safe and supportive spaces to regularly connect with others going through similar situations. All chats happen in the evenings during school terms.

Tuesday

qheadspace

For the LGBTIQ+ community and allies aged between 12-25.

Wednesday

Navigating Life

For anyone aged 12–25 to chat about everyday life topics like relationships, self-care, managing anxiety, living with change and more.

Adults Supporting Young People

For a parent, carer or anyone working in a support role with a young person.

Thursday

Work and Study

For anyone aged between 12-25 to chat work and study tips and how to reach your goals.



scan QR for chat times



we can help you get to where you want to go

No matter where you're at,
headspace Work & Study
Online Support is here
for you.



**Free online support,
available Australia wide**



**Scan the code to find
out more and sign up
or call 1800 810 794.**

We can help with:

- looking for and applying for jobs
- writing a resume and cover letter
- preparing for a job interview
- exploring study options
- balancing your mental health and wellbeing with work or study.

Get mental health support when and where you need it

MOST is a free digital mental health service for young people aged 12 – 25

MOST gives you



Online support
with real people



Tailored therapy journeys



A social network
with a difference

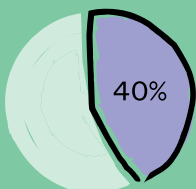


A personalised library
library of tools

MOST has small bites of therapeutic content served up as cartoons, activities and practical strategies that work – all available online, when and where they're needed.

There are journeys to help you improve your mood, improve your sleep, find your confidence, find your calm, explore social hacks and sort out all things work and study.

If you need it, connect with peer support on MOST's online community. It's a safe social network of young people who get it, and peers who've been through it. On MOST you can feel safe to react, contribute and post about your world (only if you want to).



40% of young people
experience mental
ill-health every year

How MOST works

MOST provides on-demand support to young people experiencing mental ill-health.

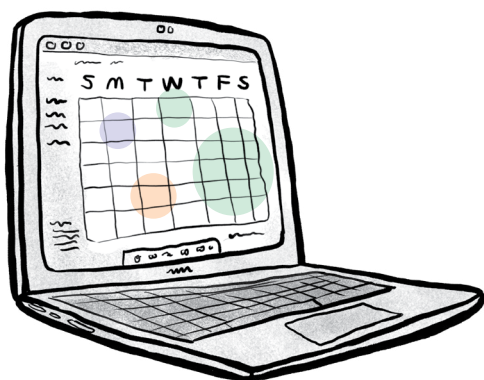
It connects you to a blend of online tools and real support from real people.

Get tips and strategies that work – in a personal program to work through in your own time – plus access to clinical and career experts and a peer support team with their own lived experiences.

→ MOST gives you
online tools and
support to get back on
track with the things
that matter – like
friends, mental health,
work and study.



→ Get access to online mental health support – and real people – to help you through life's **challenging** moments, right when you need it.



With MOST, we've made getting support on your terms easier.

MOST is designed to give you help before, during, in-between and after face-to-face sessions.

You need a clinician to get you connected, but then MOST's available whether or not you stay with the service for your care.



Our team is ready to support you by...

- making sense of what's going on for you
- guiding you along your online therapy journey
- personalising content to your needs
- working alongside your offline clinician
- helping you recognise your skills and strengths
- linking you with a peer worker to chat with someone who gets it
- helping you navigate work, study and career

Get connected to MOST

MOST digital therapy offers two services - one for young people aged 12 to 14 and one for those aged 15 to 25.

Ask about MOST at your participating youth mental health service and get connected today.

Get in touch

hellomost@orygen.org.au
orygen.org.au/hellomost



Orygen Digital acknowledges the Traditional Owners of the lands we are on and pays respect to their Elders past and present. Orygen Digital recognises and respects their cultural heritage, beliefs and relationships to Country, which continue to be important to the First Nations people living today.

MOST / **orygen** Digital



headspace Morwell
(03) 5136 8300

Police/Fire/Ambulance	000
LRH Mental Health Triage	1300 363 322
Lifeline	www.lifeline.org.au 13 11 14
Lifeline 13Yarn	13 92 76
Lifeline TEXT	0477 131 114
KidsHelpline	kidshelpline.com.au 1800 551 800
Suicide Line	www.suicideline.org.au 1300 651 251
Suicide Call Back Service	www.suicidecallbackservice.org.au 1300 659 576
Mensline Australia	mensline.org.au 1300 789 978
Beyond Blue	www.beyondblue.org.au 1300 224 636
eheadspace	www.headspace.org.au 1800 650 890
Gamblers Help Line	www.gamblershelp.com.au 1800 858 858
ReachOut	ReachOut.com
Direct Line	www.directline.org.au 1800 888 236
BlackDog Institute	blackdoginstitute.org.au
Sane Australia	sane.org 1800 187 263

headspace group programs membership form

Please answer the following questions regarding the program to the best of your ability, if you require someone to assist you with these forms please do not hesitate to let us know. Once complete return forms to headspace in person or to info@headspacemorwell.org.au. For more info about our groups and to know when they are running please check our group calendar

Questions marked with * are compulsory and must be answered

Full Name*		Date of Birth*	
Preferred Name		Contact Number*	
Address*		Preferred pronoun (he, she, they, ze, etc)	
Emergency Contact Person 1 (Name)*		Relationship*	
Address		Contact Number* Send text reminders ☐	
Emergency Contact Person 2 (Name)		Relationship	
Address		Contact Number Send text reminders ☐	

Groups I am interested in joining

☐ Whatever group	☐ Youth Reference Group (YRG)	☐ Geek club	☐ The A team
☐ Mental health groups	☐ Create, Make, and Relate	☐ headspace heroes	

Do you have any ideas for other group programs you would like to participate in if offered?

Do you have any medical conditions or allergies we should be aware of?

Do you have any dietary requirements?

Collection and Use of Your Personal Information

Headspace Morwell collects information about you to provide you with a service, you need to know why we collect this information and what we can do with it.

Your information:

1. Will help us assess and plan your care and provide you with assistance you need
2. Assists the other people who work with headspace who are involved in your care. Some of these people are employed by other organisations that make up the headspace partnership.
3. From time to time, (non-identifying) information may be used for the purposes of research, submissions for funding and professional clinical supervision. Please advise us if you do not consent to your non-identifying information to be used in this way.

Generally your information is kept confidential, that means we won't share it with anyone else without your permission UNLESS:

1. You are at risk of being harmed by someone
2. You are at risk of harming yourself
3. You are at risk of harming someone else
4. You advise us that you plan to commit a major crime
5. We are directed by a court of law to release your file-then we would contact you and help you seek legal advice.

You can ask to see the information collected about you, and you can ask us to change any information you believe to be incorrect. Occasionally, you may not be able to have access to all your information, if this is the case you will be told why.

If your information is to be used for any reason other than why it was collected you will be told why and be given an opportunity to consent. You can change your mind at any time and your decision will be accepted and respected.

Headspace Morwell must by law protect your privacy and confidentiality and we do all we can to make sure that your information is safe. Headspace Morwell has policies and procedures which cover the collection, storage, disclosure and security of client information. These processes conform to the Health Records Act, the Information Privacy Act and all other Government laws and regulations.

Your Rights and Responsibilities

- We respect you and ask that you respect yourself, other young people, and staff whilst at headspace.
- You are safe here and everyone who uses this service has the right to feel safe
- Work With us to achieve your goals and ask us questions about our services at anytime

Consent – please tick the following applicable boxes

- ☐ I have consented to participate in the group programs selected*
- ☐ I have read the information above and it has been explained to me.*
- ☐ I agree to adhere to the rules of the group programs I participate in*
- ☐ I agree to the collection and use of my personal information and understand why my information must be collected.*
- ☐ I understand my rights and my responsibilities, I consent to receiving headspace services.*
- ☐ I consent to receiving text reminders

*Signature of young person receiving services _____ Date / /

Parent/Guardian Consent required for ages under 16

Parent/Guardian name (print): _____

Relationship to client _____

Parent/Guardian Signature: _____ Date: / /



headspace
National Youth Mental Health Foundation

welcome pack

**we're here
for you**





**everyone
is welcome at
headspace**



how we can help

headspace is the National Youth Mental Health Foundation providing mental health services for 12-25 year olds. Each year, headspace helps thousands of young people in communities across Australia access support.

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

We can help if you're:

- feeling down, stressed or worried
- experiencing relationship problems or difficulties with your family or friends
- wanting to talk about sexuality or gender identity
- just not feeling yourself, or if you've noticed changes in your thoughts, feelings or behaviour.

Physical and sexual health

Many headspace centres have youth-friendly doctors and nurses who can assist you with:

- any physical health issues
- contraception and sexual health advice.

If your nearest headspace centre doesn't have a doctor or nurse, they can still recommend a youth-friendly doctor in your area.

Work, school and study

We can help if you're:

- struggling at school or work and feeling anxious or stressed
- unsure of what course you want to do
- needing a hand writing a resume
- searching for a job.

Alcohol and other drugs

Alcohol and other drugs can affect things that matter to you, and also to your emotional, physical and mental health. It can impact on your work, your study and the relationships in your life. If you're having a hard time stopping, or cutting back, we can support you with:

- developing a plan to tackle your challenges
- connecting with supports, including professional help like GPs and counsellors
- identifying triggers, and provide you with tools and advice on how to avoid them.

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.

Do you need urgent help?

We are not an emergency service.

If you are hurt, you are worried about someone's safety, or you need immediate support please call 000 (Ambulance, Police, Fire Brigade) or present to your closest emergency department.

If you are having thoughts about suicide, thoughts or urges to self harm, or self harming behaviour, contact the following National 24/7 crisis services:

Lifeline:

13 11 14 or [lifeline.org.au](https://www.lifeline.org.au)

Suicide Call Back Service:

1300 659 467 or [suicidecallbackservice.org.au](https://www.suicidecallbackservice.org.au)

beyondblue:

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



which service is right for me?

We have many resources on our website (headspace.org.au) to help you take care of your health and wellbeing.

Read more about our website on pages 12 & 13.

If you've been using these resources for some time without improvement it's important to get the support of a professional.

Here's more about our services to help you work out what might be right for you.



headspace centres

headspace centres provide face-to-face information, support and intervention (where appropriate) to young people aged 12–25 for anything affecting their health and wellbeing.

Support may be offered across any of the headspace four key areas (read about these areas on page 4).

Many headspace services also offer group support/programs in addition to individual support.

To find out about the services that are available or to make an appointment you can call, email or drop into your local headspace centre. You can also ask a friend or family member, health worker or community agency to make an appointment for you.



eheadspace

eheadspace is a national online and phone support service for people aged 12–25, their families and friends. eheadspace is staffed by experienced and qualified youth mental health professionals.

Web-chat and phone support operates from **3pm - 10pm (local time)**, every day of the year. All you need to do to access eheadspace is create an account at headspace.org.au (for web-chat or email support) or call 1800 650 890.



Work and Study

headspace Work and Study is an online and phone support service for people aged 15–25 years who need support with work or study. It is staffed by work and study specialists.

The service operates within business hours, and we will try and find an appointment time that works for you. Work and Study sessions usually take an hour.

To access the Work and Study service, all you need to do is register at headspace.org.au/workandstudy (for web-chat and email) or phone 1800 810 794.

All Work and Study services are free, but if you call from your mobile your usual call charges will apply.



Career Mentoring

Career Mentoring is an online and over the phone service that connects young people aged 18–25 with an industry mentor in their field of interest. Mentors work with young people to help them find, maintain and enjoy work.

Mentoring occurs every two weeks, for up to six months.

To register your interest in Career Mentoring, you can visit headspace.org.au/mentoring

All Career Mentoring services are free. If you're connecting with your mentor by phone, you will be given a toll free number to call.



headspace Telehealth

In regional and rural areas, getting access to expert psychiatrists is difficult. headspace Telehealth addresses this by providing 12–25 year olds in these areas access to highly-skilled psychiatrists via video consultations.

The low cost service ensures young people get high quality mental health care, while continuing their treatment within their local community.



who provides services at headspace?

At headspace, you can meet with a range of workers, including:

- psychologists
- social workers
- occupational therapists
- mental health nurses
- doctors
- psychiatrists
- intake workers
- youth workers
- family workers
- Aboriginal and Torres Strait Islander health workers
- alcohol and other drug workers
- career and education workers
- support workers
- peer support workers
- and other health professionals.

These professionals work together to make it as easy as possible for you and your family to get the help you need.

Each headspace centre caters for their local community, and may not have all of the workers listed here. Make sure to check with your headspace centre about what services they provide. If they don't have the exact service you're looking for, they will be able to help recommend or suggest another service.



How long will an appointment take?

Appointments usually take around 45-50 minutes. Sessions with a doctor might be shorter. You can confirm the length of your appointment when booking.

How much will an appointment cost?

Services at headspace are either free or have a low cost. This will be confirmed when an appointment is made.

You may need a Medicare card to access free or low cost services. We can help you work out how to apply for a Medicare card or access your Medicare details.

If you need further professional support, we may recommend you see a doctor to get a Mental Health Care Plan (MHCP). To work out what this might mean for you, talk with us.

what might happen if I visit headspace?

at the first visit

Your first visit may be in person, or on the phone. At the first visit you will:

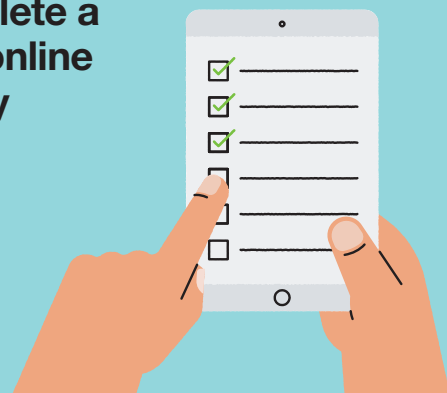
1

Fill in a registration form



2

Complete a brief online survey



3

Talk to a headspace worker



4

Be given the opportunity to:

- share what's been impacting your wellbeing
- talk together about what goals you might want to work on.

If you feel comfortable, family members are encouraged to attend.

after the first visit

If you choose to continue at headspace, together we might work on goals you've identified as important to you. We would work together to plan the next steps which may include:

- access to a doctor and/or mental health nurse for physical or mental health difficulties
- study or vocational assistance with a work and study specialist
- sexual health information and support
- alcohol and other drugs assistance from an Alcohol and other Drug Support Worker
- referral to other agencies best suited to you and your family's needs. If you need a referral from a doctor to access a particular service, we can arrange this
- mental health support, such as cognitive behavioural therapy (CBT), problem solving, supportive counselling and group therapy.



We take your confidentiality, privacy and safety seriously. Read more about confidentiality and our duty of care on page 16.

headspace.org.au

free online support, wherever and whenever you need it

As a young person, there are lots of things to think about like school, study, work, relationships, physical and mental health.

In between your sessions, you can also get support for your mental health by creating a headspace account.

headspace offers young people a choice of digital supports to help with mental health and work and study concerns.

Through headspace, you can:

- Manage your own mental health by finding information and resources, and creating your own self-help toolkit
- Join chat groups led by professionals or peers
- Get individual support from headspace professionals

Go to headspace.org.au to create an account.

Develop your self-help skills

There are interactive exercises that allow you to manage your own mental health. These bite-sized activities help you reflect on your own needs, build your everyday skills and set goals to improve your mental health.

Discover tips such as improving your sleep, understanding emotions, getting active or problem-solving, just by doing one of these exercises.

You can also create your own personal space on headspace where you can curate your own personalised content, and have one space to keep all of the information, tips and advice that's relevant to you.

Join the community

Our safe and supportive online community provides a great way to connect with others, and share resources that are helpful to you.

Our regular group chats bring young people together and explore topics that are important to the community. Our peer-led chats are held four nights a week, where you can share tips and experiences with others. There are also chats run by our professional clinicians who explore topics and provide resources, strategies and advice to help build your skills.

Chat privately with professionals

You can chat privately with our professional counsellors over the phone or webchat, seven days a week between **3pm – 10pm (local time)**. It's a safe space if you want some advice, unsure of what help you need or maybe just want to talk things through.

Get support with your Work and Study

You can get support with your work and study goals by speaking with our work and study specialists via webchat, video chat, email or phone, and it's free. We can help you with everything from writing resumes and job applications through to planning course options, practicing interviews and managing your mental health with your work and study.

Visit headspace.org.au/workandstudy to register or call 1800 810 794.

Resources and tips

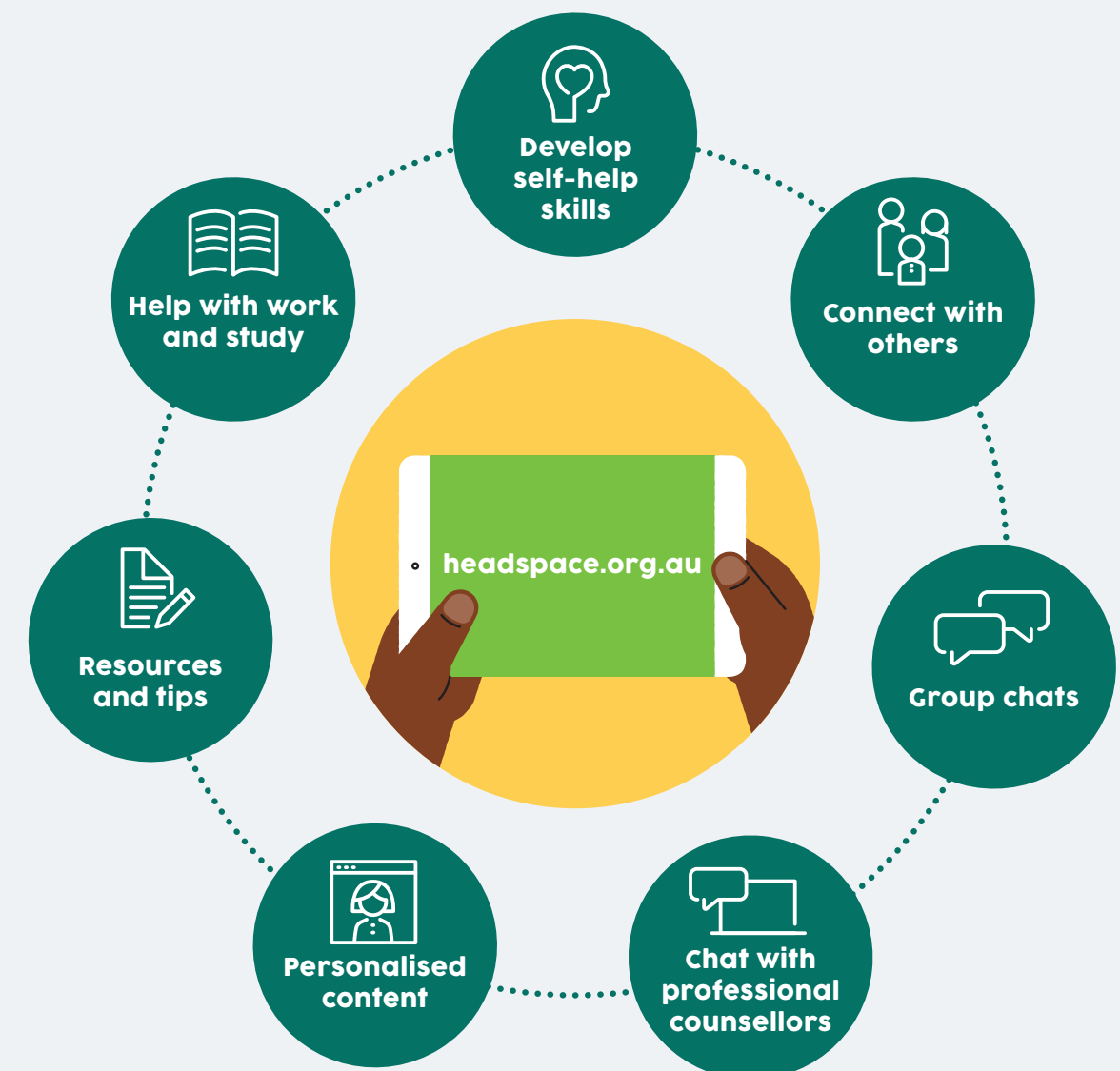
Want to do your own research? There are heaps of resources available which can be a great starting place to gather information that's relevant to you.

Interested in finding out more? Visit us at headspace.org.au



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.



why should I get support?

Research shows that 75 per cent of mental health challenges emerge before the age of 25.

By getting support early, you can reduce your distress, build on your existing strengths and supports, and work towards achieving the goals that are most important to you. You can also reduce the chance of mental health challenges developing into more serious difficulties later on.

real stories

“I finally felt empowered, sitting in a counselling session where I was given control over all my treatment and everything I wanted to say.”

Trent, 25 years

“I was able to talk to someone about how I was feeling with everything, which was good because it's important to get the stuff in your head out. It helped me to see that it wasn't just me feeling like this, like that there were other people that I could relate to and that I could share this journey with. Once your mental health is better you start feeling better about yourself, you're stronger with who you are and you just feel like you're on top of the world.”

“So if you're feeling stressed or anxious, you can come down to headspace and yarn with the mob here and talk about your problems. It's a safe environment and you don't have to worry about anyone else knowing what's going on. You can just have a good old yarn and let it all out. Bottling up your emotions and feelings isn't good for you or your community... There's no shame in talking it out.”

Taz, 19 years

Committed to inclusive practice

We get that if you're from a different or diverse background you might find it more difficult to access support for any mental health concerns.

We are committed to inclusive practice. Inclusive practice means that 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.

As an inclusive service, we:

- acknowledge and respect all people
- treat all people fairly
- do not discriminate against or judge people
- challenge negative stereotypes
- help young people to attend to their immediate basic needs before engaging them in treatment (like food, housing, safety, employment and daily living skills)
- offer flexible, tailored and culturally safe approaches to treatment.

Youth participation

We believe that having young people involved in the work we do is the key to delivering the best services for young people. We aim to give young people meaningful opportunities to get involved with our centre and local community through our youth reference group.

Young people in this group have the opportunity to be involved in a number of ways – like providing input into our services, programs and resources, and planning and helping out at community events.

For more information or to join, visit our webpage or speak to a headspace worker.

What are my rights and responsibilities?

It's important that you know what to expect from us and what your responsibilities are while you're receiving support.

We're committed to respecting your rights, and we want to work with you to make sure that you receive all the support you need to achieve your goals.

For more information about your rights and responsibilities, speak to a headspace worker.

What's shared decision-making?

We encourage you to be involved in all decisions about our work together. Our workers will discuss all service options with you and allow for your preferences (along with evidence about what works) to guide decision-making about your care.

Do I need to provide permission for treatment?

We are a voluntary service. Our workers can only provide you with support if you say it's OK (if you give consent). This is something we'll ask you when you attend.

You can generally make decisions on your own about your treatment but in some cases we may need a parent or legal guardian to give consent for you to access a particular service (e.g. if you are under a certain age).

If you would like more information about our consent process, please speak to a headspace worker.

How do I get the right support for me?

When you talk with us, it's important that you feel safe and comfortable. You might prefer to seek support from someone of the same gender, or someone who understands your cultural background. We'll do our best to make sure this happens.

If you don't think your headspace sessions are working out, there could be a few reasons. It can be hard to talk about what's on your mind, or sometimes, it may be that you and your worker are not the right fit.

Whatever the reason, don't give up. You have the right to work with someone you connect with. If you feel comfortable, you can talk with your worker about how you are feeling and together you can find a way forward. If you don't feel comfortable talking to your worker about this, that's OK. You can let one of our admin staff know and we'll take it from there and get back to you.

Should I involve my family and friends?

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

We understand that there may be many different types of family and friends that are important in your life.

Research shows that involving family and friends in a young person's care can lead to better health outcomes¹. 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 at headspace is done with your privacy and confidentiality in mind.

1. Hopkins L, Lee S, McGrane T, Barbara-May R. Single session family therapy in youth mental health: can it help? Australasian Psychiatry. 2017;25(2):108-11.



What if English is my second language?

Our services are provided in English. In some cases interpreters can be arranged in advance to support you or your family and friends to communicate with a headspace worker during a session.

For more information, please speak to a headspace worker or visit Mental Health in Multicultural Australia at <https://embracementalhealth.org.au>.

How do you collect my personal information?

To provide you with the best possible support, care and treatment, and continue to improve our service, we collect some information about all of the young people who access our services, the services they receive and the outcomes they achieve.

Before you access our services, we will ask you to provide us with some personal information about yourself. We may also ask your permission to collect information about you from other health workers, such as your doctor.

What personal information will be collected?

We will collect personal information that helps us provide services to you. This includes your:

- full name and title
- date of birth
- address and contact number
- gender and sexual identity
- sexual preference
- emergency contact
- country of birth
- language spoken at home
- Aboriginal and Torres Strait Islander status
- highest level of education.

We understand that you might not want to answer some of these questions, and that's OK.

At the centre, you will also be asked a few questions on a tablet about your health and wellbeing. To help both us and you track whether you feel you are improving, you'll be asked the same questions before each service you receive.

Your health worker will also create a file for you, to document all care you receive.

We can only collect this information from you if you give consent.

To help you decide whether you'd like to give this information, our consent form will tell you how we collect, protect and use your information, how you can apply for access to your personal information and how to make a complaint about our use of your personal information.

If there is information you don't want us to collect, please tell us. It's no problem, and we can chat it through.

How is my personal information kept private and secure?

We're committed to protecting the privacy of your personal information. The privacy of your information is also protected by law.

We make sure that your information is managed according to all current privacy and information security legislation, which sets standards for the collection, access, storage and use of the information we collect as part of our normal operations.

We also destroy, delete or de-identify this information when it's no longer needed.

If you would like more detail about how we collect and manage personal information, download a copy of the headspace Privacy Policy at headspace.org.au/privacy-policy or speak to a headspace worker.

Confidentiality and our duty of care

When you talk to a headspace worker what you say is kept confidential. This means nothing you say can be passed on to anyone else without your permission, unless we are seriously worried about your safety or the safety of someone else. This is because we have a duty of care to try to keep everyone safe.

In these cases we'll provide only necessary information to appropriate support people and services that can protect you and/or others, such as a parent or nominated support person, a crisis service or the police. Where possible we will be open about this with you and let you know if our concerns reach the point where we need to involve other services.

There are some circumstances where, when directed by the courts (such as in a legal case), confidential material may be required to be released. If this happens we will endeavour to include the young person as much as possible.

If you have any questions about confidentiality or our duty of care, download a copy of the headspace Privacy Policy at headspace.org.au/privacy-policy or speak to a headspace worker.

Need to know more?

Ask us to explain this to you if you're still unsure.

Feedback

We appreciate all feedback (compliments, suggestions and complaints) about the services and care we provide to you. This feedback is used to make sure that you, and others like you, have the best possible experience.

You and your family can provide feedback about your service experience in a number of ways, including:

- in person at our centre
- by phone
- via our headspace centre webpage.

We take all feedback seriously and will do our best to respond to your feedback quickly.

Further information and support

The following agencies also provide information and support to young people.

National agencies

Agency	Contact details	
Kids Helpline	kidshelpline.com.au	1800 55 1800
SANE	sane.org	1800 187 263
QLife	qlife.org.au	1800 184 527
		Online chat & phone counselling for lesbian, gay, bisexual, transsexual and intersex (LGBTI) young people
ReachOut	reachout.com	Information, tools, forums and apps to help cope with tough times and improve wellbeing

Further support

If you think your parents or carers could use some support, you can encourage them to visit ehheadspace.org.au or call the Parentline 13 22 89.



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 also supports you to bounce back when times get tough.



1. 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 a friend.

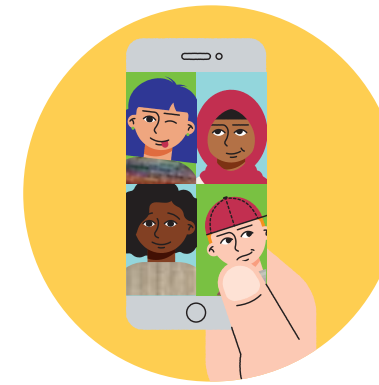
Try some new hobbies and keep doing the things you love (like reading, drawing or exercising) as best you can.



2. 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.



3. create connections

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

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



4. 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 veggies, foods high in fibre, fermented foods like unsweetened yoghurt, olive oil, and fish.

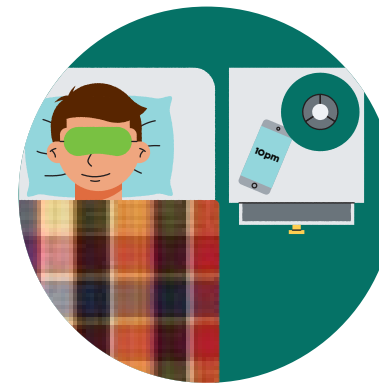


5. stay active

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 around with a friend or just going for a walk.

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



6. 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 mins before bed.



7. 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 services operate across Australia, in metro, regional and rural areas, supporting young Australians and their families to be mentally healthy and engaged in their communities.



headspace would like to acknowledge Aboriginal and Torres Strait Islander peoples as Australia's First People and Traditional Custodians. We value their cultures, identities, and continuing connection to country, waters, kin and community. We pay our respects to Elders past and present and are committed to making a positive contribution to the wellbeing of Aboriginal and Torres Strait Islander young people, by providing services that are welcoming, safe, culturally appropriate and inclusive.



headspace is committed to embracing diversity and eliminating all forms of discrimination in the provision of health services. headspace welcomes all people irrespective of ethnicity, lifestyle choice, faith, sexual orientation and gender identity.

For more details about headspace visit headspace.org.au

Acknowledgement

This welcome pack was developed with the support of the headspace Youth National Reference Group and headspace centres and local youth reference groups, notably, headspace Bondi Junction, headspace Queanbeyan, headspace Redcliffe, headspace Swan Hill, headspace Taringa, headspace Adelaide, headspace Newcastle, headspace Albany, headspace Knox and headspace Berri.

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