



Welcome Pack headspace Mt Druitt

Find us

55 North Parade, Mount Druitt,
New South Wales 2770

Call us

1800 683 784

Opening Hours

Monday - Friday: 9.00AM - 5.00PM

Saturday - Sunday: CLOSED

**After hours appointments available
upon request**

Uniting

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



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Who is headspace and how can they help?

headspace is a voluntary early-intervention mental health service for 12–25-year-olds. We support young people through our services with in-person, online and phone counselling services, vocational services and by having presence in schools.

We deliver services and support to young people, family and friends in four key areas:

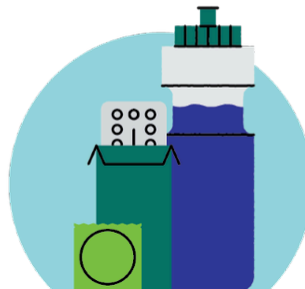
Work, School and Study



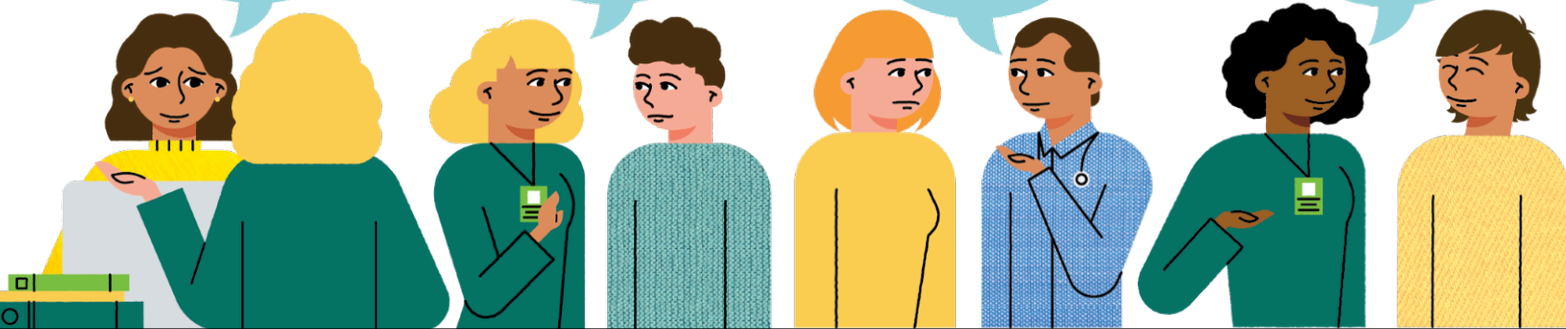
Alcohol and other drugs



Physical and sexual health



Mental Health



Who provides services at a headspace centre?

At a centre, you can work with a range of health professionals, including:

- intake workers
- youth workers
- psychologists
- social workers
- alcohol and other drug workers
- vocational workers.

These health professionals work together to make it as easy as possible for you and your family to get the help you might need with anything affecting your wellbeing.

How long will an appointment take?

Appointments usually take 50 to 60 minutes. Sessions with a doctor might be shorter.

How much will an appointment cost?

Services at a centre are either free or have a low cost. This can be confirmed when an appointment is made; you may need a Medicare card to access free or low-cost services.

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 to your worker.



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your rights and responsibilities

At headspace, we know that it is necessary to share what you can expect from us and what we may expect from you. Clearly sharing these expectations allows headspace to provide the best care possible and for us to work respectfully together.

What you can expect from us:

We are a voluntary service which means that our team can only provide support if you give consent. 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 limit).

We want to work together with you to make sure that you receive all the support you need to reach your goals and as a whole team we are committed to respecting your rights.

You have the right to:

- receive a high quality, respectful, professional service from a skilled and qualified team
- feel safe and welcome at headspace
- be listened to without judgement and have your concerns and issues taken seriously
- confidentiality and privacy – please see our “Confidentiality and Information” page for full information
- be involved in all decisions regarding your care whilst at headspace and be informed of all supports available to you
- connect with someone who you feel engaged with. If you would prefer to seek support from someone different, we’ll do our best to make sure this happens. If you are comfortable, you can speak with your clinician, if not, you can speak with our admin staff
- to speak with different members of the team which may include the Continuing Care Team, Functional Recovery Team, and the Mobile Treatment and Assessment Team if you are receiving support from the headspace Early Psychosis Program
- request access to information that we have stored about you
- receive inclusive care that is responsive to your needs and is welcoming and accepting of your identity/ies
- access an interpreter if required
- involve family and friends in your care in a way that is comfortable and meaningful to you and supports your wellbeing goals
- be given clear reasons and the opportunity to ask questions if you are recommended or referred to a service outside of headspace
- to provide feedback on the service you have received and to have that feedback addressed quickly and fairly
- to continue accessing headspace if you choose while any feedback is being addressed

You can provide feedback by:

- a headspace staff member - you can either speak directly to your clinician or give us a call and ask to speak with a service manager
- Completing the Your Experience of Service Survey
- Alternatively, you may direct complaints or feedback to Uniting Head Office (in person, via letter, telephone call, email, and website) or via the independent, external service (hotline, email and website). You can find all of these relevant details and lodge feedback here - <https://www.uniting.org/contact-us/feedback-complaints>

Your responsibilities during your time at headspace:

- we ask that you act in a respectful manner towards our staff, and other people on site when you are at headspace and respect headspace property
- we ask that you arrive on time (or ideally ten minutes early!) to your sessions
- if you can’t make it, please call to reschedule your appointment as soon as you realise you can’t attend
- our clinicians ask that you please do your hAPI surveys to help us in knowing more about your wellbeing and progress towards your goals as well as your experience at headspace. hAPI is name of the system we use to collect this information.
- we ask that you please do not attend appointments intoxicated by drugs and/or alcohol
- to provide feedback and ask questions if things aren’t clear

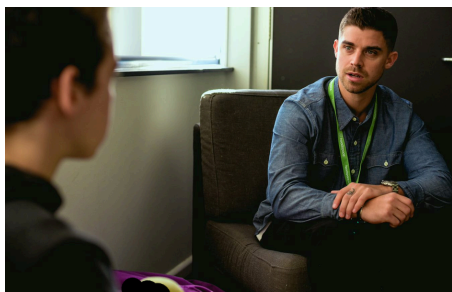


Scan this QR code
to share your
experience and help
our service improve.

what's going on at headspace?



at our centre you can get involved with a
number of groups and programs



Primary Care team

Our headspace primary care team provides young people who are experiencing mental health problems with a range of integrated mental health, alcohol and other drugs, physical and sexual health and vocational supports.



Groups and Programs

From time to time we run groups that we think will benefit our young people, such as social groups and art groups; please talk to a clinician or check with reception for more information



Youth Advisory Committee

A group of young people aged 12 to 25 with lived experience of mental ill health who provide feedback on our service, improve headspace for other young people, discuss barriers to access for the service and participate in community events.



Family and Friends Committee

A group of family and friends who provide input on headspace services and advocate for family, friends and carers and those who are a part of headspace.



Support from our partners

Our headspace partners help us to provide services in our core areas of support; this includes our work, school and study assistance, support for alcohol and other drugs, physical and sexual health support and assistance with mental health





our partners

at headspace Mt Druitt we also have consortium partners which are external services here to provide extra support

Headfyrst

Headfyrst is a free service for 12 and 25-year-olds experiencing difficulties with Alcohol and Other Drugs (AOD) and mental health. We provide specialised services and can prepare resources, counselling and support to help young people with their recovery journey.

Ability Options

Are you looking for a job or want to start studying? Ability Options can help support you in finding a job and achieving your career goals. They will work with you to find the best solution.

Interrelate

Interrelate provides counselling and family support to parents and carers who are connected to a young person accessing headspace Mt Druitt's services.



at headspace Mt Druitt we offer a number of additional services to support the mental and physical wellbeing of our young people

Freedom Condom program

The Freedom Condom program is a collaboration with Family Planning NSW for young people under 30 in NSW; we provide access to free condoms and lube and chats about safe sex and sexual health.

If you need to speak to someone urgently, please call Lifeline on 13 11 14 or Kids helpline 1800 55 1800.

If you need immediate support, call 000.

You can also get help in person at a headspace centre located near you or via our online support service at eheadspace. Visit:

headspace.org.au/headspace-centres/
headspace.org.au/eheadspace/

who else do we work with?

at headspace Mt Druitt we work with a number of other services to provide the best care for young people in our area



Youth Enhanced Support Services (YESS)

YESS is a free mental health service for 12-25 year olds living, working or studying in western Sydney who have, or are at risk of developing, a serious mental illness. It is an early intervention program providing wrap-around supports.

headspace Early Psychosis

The early psychosis program is a specialised service that provides expert support for young people who are experiencing a first or early episode of psychosis or high risk of experiencing psychosis symptoms.

Family and Carers mental health group

If you are caring for a family member with a mental health condition; the Family and Carers mental health group can provide you with education and training, one-to-one support, or connect you with support groups to help give you the tools you need in your caring role.



help lines

eheadspace

eheadspace provides free online and telephone support and counselling to young people 12 - 25 and their families and friends. If you're based in Australia and going through a tough time, eheadspace can help.

Central Intake Mental Health Line

The mental health line provides professional support and referrals to appropriate services. It is available to everyone in NSW and operates 24 hours a day, 7 days a week. Call 1800 011 511.



Our commitment to inclusive practice

We understand that some young people may experience additional or greater barriers to accessing help for mental health difficulties;

Inclusive practice means being responsive to everyone's different kinds of needs and being actively welcoming and accepting of all young people, irrespective of their culture, language, gender, sexuality, lifestyle, values and beliefs, abilities, appearance or socio-economic differences.



Involving family and friends

headspace believes that family and friends play an important role in your path to better wellbeing. Involving family and friends in a young person's care can lead to better health outcomes.

Wherever possible, we advocate for providing comfortable and meaningful opportunities for your family and friends to directly participate in our services that are beneficial for your wellbeing.

All family and friends involvement at headspace is respectful of the privacy and confidentiality of young people.

English as a second language

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



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Collection of personal information

To provide you with the best support, care and treatment we collect and store information about all of the young people who attend our centre including 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 and for your permission to collect information about you from other health workers, such as your doctor.

What personal information will be collected?

We will collect and store personal information about you that is helpful for us to provide services to you. You will also be asked a few questions on an iPad about your health and wellbeing. To help us 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; you can have access to this information throughout your time at headspace.

We can only collect this information from you if you give consent via our consent form that outlines the information collected.

Confidentiality and our duty of care

What you talk about with a headspace worker is kept confidential, meaning that nothing you say will be passed on to anyone else without your permission unless there are concerns for your safety or someone else's safety. This is because we have a duty of care to try to keep everyone safe. If this happens, we'll only provide necessary information to an appropriate support person or service that will protect you and/or others. When 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.

Information privacy and security

headspace is committed to protecting the privacy of your personal information. The privacy of your information is also protected by law and 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; We also destroy, delete or de-identify this information when it's no longer required.

If you would like more details about confidentiality, our duty of care or how we collect and manage personal information please speak to your clinician.