



Welcome Pack



What's in this pack

- How **headspace** can help
- Which service is right for me?
- Who provides services at a **headspace** centre?
- How long will an appointment take?
- How much will an appointment cost?
- What might happen if I visit a **headspace** centre?
- Why it's a good idea to get support
- Our commitment to inclusive practice
- Your rights and responsibilities
- Our position on shared decision-making
- Permission for treatment
- Getting the support that's right for you
- Involving family and friends
- English as a second language
- Collection of personal information
- Information privacy and security
- Confidentiality and our duty of care
- Self-care tips
- Youth participation
- Feedback
- What's on in the centre
- Further information and support

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, **headspace** Queanbeyan, **headspace** Redcliffe, **headspace** Swan Hill and **headspace** Taringa.



How headspace can help

headspace is the National Youth Mental Health Foundation. We deliver services and support to young people aged 12–25 in four key areas:



Mental health and wellbeing

- **headspace** can help if you're feeling down, stressed or worried a lot of the time, want to talk about relationships, sexuality or gender identity, or are having difficulties with your family or friends.
- **headspace** can also offer support if you're just not feeling yourself, or if you've noticed changes in your thoughts, feelings or behaviour.



Physical and sexual health

- Most **headspace** centres have youth-friendly doctors and nurses who can help you with any physical health issues.
- They can also help you with issues related to contraception, sexual health, drug or alcohol use, relationship problems or feeling down or upset.
- If your nearest **headspace** centre doesn't have a doctor or nurse, they can recommend a youth-friendly doctor in your area.



Alcohol and other drugs (AoD)

- If AoD are starting to affect things that matter to you (like your mental health, wellbeing or friendships) or if you're having a hard time cutting down on AoD, **headspace** can help you to get things back on track.



Work, school and study

- **headspace** can help if you're struggling at school, unsure of what course you want to do, need a hand writing a resume, or if you're searching for a job.
- **headspace** can also help with the challenges that can come about if you're struggling with school or work – like anxiety, depression and stress.



Do you need urgent help?

headspace provides short-term services for mild to moderate difficulties. It is not an emergency service.

If you, or someone you are with, are hurt or need immediate support, please call 000 (Ambulance, Police, Fire Brigade).

If you think you might act on any thoughts or plans to harm yourself contact:

Lifeline: 13 11 14

- for people of all ages
- telephone support (24 hours a day, 7 days a week) and online web chat (nightly, 7 days a week) with a counsellor.

Suicide Call Back Service: 1300 659 467

- for people aged 15 years or over
- telephone, video or online counselling with a mental health worker (24 hours a day, 7 days a week).

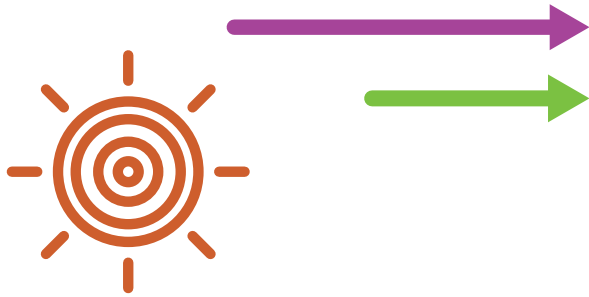
If you're experiencing more severe difficulties, you may be eligible for specialist clinical mental health services. For contact details, see the 'Further information and support' section on the back.

Which service is right for me?

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

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

Here's a list of our services to help you work out which one might be right for you.



eheadspace

- Our national online and phone support service for people aged 12–25, and their families and friends. It is staffed by experienced youth mental health professionals.
- Web chat and phone support operates from 9am to 1am AEST, 365 days of the year. You can email **eheadspace** anytime and we aim to respond within 48 hours.
- **eheadspace** holds anonymous group chats on different topics like sleep issues, self harm, helping out a friend and more.
- To access **eheadspace**, all you need to do is register at [eheadspace.org.au](https://headspace.org.au) (for webchat or email support) or phone 1800 650 890.
- All **eheadspace** services are free but if you call from your mobile your usual call charges apply.



Digital Work and Study Service

- Our online and phone support service for people aged 15–24 years who need support with their work or study. It is staffed by digital work and study specialists.
- Web chat, video conferencing, email and phone support is available during these times:

Monday	9am to 5pm AEST
Tuesday to Wednesday	9am to 9pm AEST
Thursday to Sunday	9am to 5pm AEST

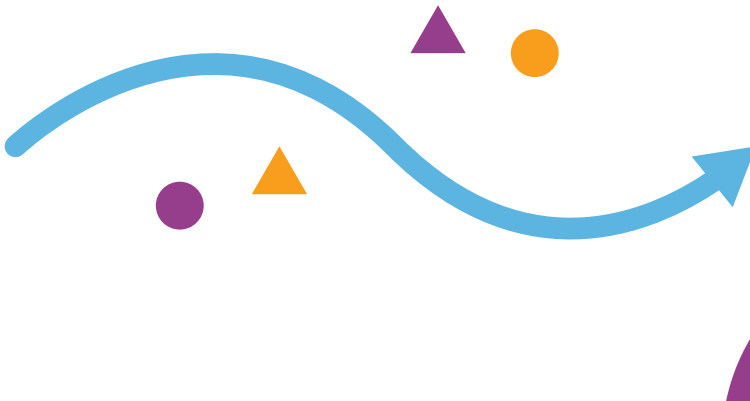
- Digital Work and Study sessions usually take 60 minutes.
- To access the Digital Work and Study Service, all you need to do is register at headspace.org.au/young-people/digital-work-and-study-program/ (for webchat and email) or phone 1800 810 794.
- All Digital Work and Study services are free but if you call from your mobile your usual call charges apply.

Digital Industry Mentor Service

- An online and over the phone service that connects young people aged 17–24 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 the Digital Industry Mentor Service, visit headspace.org.au/mentoring and register via the link.
- All Digital Industry Mentor services are free. If you're connecting with your mentor by phone, you will be given a toll free number to call.

headspace centres

- **headspace** centres provide face-to-face information, a range of support options and short-term treatment (where appropriate) to young people aged 12–25 for anything affecting their health and wellbeing.
- Some centres have access to a telehealth service and/or an early psychosis program that provides care for young people who are at high risk of, or are experiencing a first episode of psychosis. For more information and to check if these services are available at our centre, please contact us.
- To make an appointment, visit, call or email us to find a time that suits. You can also ask a friend or family member, health worker or community agency to make an appointment for you.





Who provides services at a headspace centre?

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

- intake workers
- youth workers
- Aboriginal and Torres Strait Islander health workers
- psychologists
- social workers
- occupational therapists
- mental health nurses
- doctors
- psychiatrists
- 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. 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 to your worker.

What might happen if I visit a headspace centre?



At the first visit

The first time you visit **headspace**, you will:



After the first visit

If you chose to continue at **headspace**, together we might work on goals you've identified as important to you, such as:

- > mental health support, such as cognitive behavioural therapy (CBT), problem solving, supportive counselling and group therapy
- > 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
- > AoD assistance from an AoD 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.



*If you'd like to know more about the sorts of things we might ask, visit headspace.org.au/health-professionals/psychosocial-assessment-interview/

Why it's a good idea to get support

Research shows that 75% of mental health issues emerge before the age of 25. By getting support early, you can help to reduce the chance of them developing into more serious problems 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



Our commitment to inclusive practice

We understand that some young people may experience additional or greater barriers to accessing help for mental health difficulties. These people might be:

- young men
- sexuality and gender diverse young people
- Aboriginal and Torres Strait Islander young peoples
- young people from Culturally and Linguistically Diverse backgrounds
- young people who use alcohol and other drugs
- young people experiencing homelessness
- young people with disabilities
- young people in rural/remote communities.

We are committed to inclusive practice. Inclusive practice involves being responsive to the needs of, and actively welcoming and accepting all young people, irrespective of their culture, language, gender, sexuality, lifestyle, values and beliefs, abilities, appearance or socio-economic differences.

As an inclusive service, we:

- acknowledge and respect all young people
- treat all young people fairly
- do not discriminate against or judge young 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.



Your rights and responsibilities

It's important that you know what to expect from **headspace** and what your responsibilities are while you're receiving support. We're committed to respecting your rights, and we want to work together 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, pick up a copy of our *Young People's Rights and Responsibilities* pamphlet or speak to a **headspace** worker.

Our position on shared decision-making

At **headspace**, we encourage you to be involved in all decisions about our work together. Our health 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.

Permission for treatment

We are a voluntary service. Our health 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 limit).

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

Getting the support that's right for you

When you talk with a **headspace** worker, it's important that you feel safe and comfortable. Some people prefer to seek support from someone of the same gender, or someone who understands their 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 might be because it is hard to talk about what's on your mind, or it might 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. All you need to do is let us know through our admin staff, and we'll take it from there and get back to you.



Involving family and friends

headspace believes that 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 outcomes (1). Wherever possible, we advocate for and provide 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 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. 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 mhima.org.au.



Collection of personal information

To provide you with the best possible support, care and treatment, and continue to improve our service, we collect information about all of the young people who attend our centre, 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 about you that is helpful for us to provide services to you.

This includes your:

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

You can choose not to answer some of these questions if you don't feel comfortable.

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.



You can have access to this information throughout your time at **headspace** – it's a great way to help you track your progress.'

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 choose to provide this information, you'll be given a consent form that sets out:

- how we collect, protect and use your information
- how you can apply for access to your personal information
- 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. We are happy to discuss this with you when you attend.

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.

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 required for the purpose that we collected it.

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.

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.

Self-care tips

At **headspace** we encourage self-care. When you've got a lot going on, it's important to take care of yourself. There are a number of ways you can look after your mental health and wellbeing every day.

Here are a few ideas:

ZZZ

Get enough sleep



Eat well



Do stuff that's fun and important to you



Stay active



Stay connected and build relationships



Learn some skills to help you handle tough times



Cut back on alcohol and other drugs



For more ideas, visit headspace.org.au/young-people/tips-for-a-healthy-headspace/.

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.



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 other young people accessing our services, have the best possible experience at our centre.

You 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.

Our contact details can be found on the cover. We take all feedback seriously and will do our best to respond to your feedback quickly.





What's on in the centre

This centre offers a range of options for young people to access information and support, including support groups, information sessions and group therapy programs.

Further information and support

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

National agencies

Youthbeyondblue

youthbeyondblue.com

1300 224 636

➤ Information, online chat, email & 24/7 phone support

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

State agencies

References

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.