

# **welcome pack for family**

**we welcome your young person and  
you to headspace Strathpine, a place  
for us all to be ourselves.**



# welcome to headspace

headspace is a family inclusive service. headspace believes that families play an important role in a young person's journey to better wellbeing.

We understand that there are many different types of family relationships that are important in a young person's life. These include:



## **Family Members:**

partners, foster parents,  
grandparents,  
god-parents, adoptive  
parents, other family  
members



## **Significant others:**

friends, teachers,  
mentors, kinship  
relations, spiritual  
care leaders

We know from research that involving family members in a young person's care can lead to better health outcomes for young people. Wherever possible, we advocate for and provide meaningful opportunities for families to directly participate in our services.

How you can be involved in supporting your young person will depend on many things including the young person's age, life experience and their feelings about family involvement.

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

This pack will introduce you to our service and where you can find further information and support for you and your young person.



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A photograph of a person standing on a grassy shore, looking out at the ocean under a clear blue sky. The person is wearing a white shirt and dark shorts. The image is framed by a blue border with a red abstract shape at the top and a teal abstract shape at the bottom.

## common myths about mental health

**Myth #1: There is no hope for people with a mental illness.**

**Fact:** There are many supports, treatments and community services available. People with a mental illness can lead active, productive and healthy lives.

**Myth #2: Mental health difficulties are caused by genetics.**

**Fact:** Mental health difficulties occur due to a complex combination of factors. These factors can be biological (due to a family history of mental health difficulties), psychological (e.g. trauma, loss, neglect) and/or environmental (e.g. stress, money problems, social pressure).

**Myth #3: Non-qualified people cannot help people with a mental health difficulty.**

**Fact:** Family can offer important help and support. When family members speak and act positively towards a young person with a mental health difficulty, they create an environment that builds on a young person's strengths and promotes understanding and respect.

# what is headspace

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



**mental  
health**



**physical and  
sexual health**



**work, school  
and study**



**alcohol and  
other drugs**

headspace is a good place to seek help if a young person:

- needs help with any type of health issue
- is having difficulty with something in their life
- feels sad, anxious, worried or worthless
- is concerned about their use of alcohol and/or drugs
- is worried about a friend or family member
- needs advice about work or study
- needs to discuss relationships, sexuality or their sexual health

## mental health difficulties and young people

Mental health difficulties are the most common health challenge for young people. Between 20 to 25 per cent of Australian adolescents will experience a mental health or substance misuse difficulty in any given year. Many will experience more than one problem at the same time. Anxiety, depression and substance misuse are the leading mental health concerns for young people.

Getting help early takes a lot of courage, but it makes a big difference to how quickly a young person gets back on track with their life.

**we keep young people at the heart of our services**



# how headspace can help

## headspace centres

headspace centres provide young people with access to a range of clinical and other workers who have specific expertise in working with young people.

Ask us which services we currently offer at this centre.

Services may include:

- Intake Workers
- Psychologists and other counsellors
- Alcohol and other drug workers
- Vocational Workers
- Support/Youth Workers
- Group Facilitators
- Dietitians
- Other health professionals (e.g GPs)

**Young people can make an initial appointment at a centre in person, by phone, email, or they can ask a friend, family member, school staff member or health worker to make an appointment on their behalf.**

## headspace work and study

headspace Work and Study is an online and phone support service for young people aged 15 to 25 years who need support with their work or study.

- It is staffed by work and study specialists
- This is a free and confidential service
- Web chat and phone support is available to young people

**To access the headspace Work and Study Service visit [digitalworkandstudy.org.au](https://digitalworkandstudy.org.au) or phone 1800 810 794.**

## our website

Our website is the place to find information about mental and physical health, work and study, drugs and alcohol and how to get help.

**To access the headspace website visit [headspace.org.au](https://headspace.org.au)**

## eheadspace

eheadspace is a national online and phone support service.

- It is staffed by experienced youth and mental health professionals
- Young people in contact with eheadspace can access a range of information and support as well as short-term treatment, where appropriate
- eheadspace sessions generally take 30 to 60 minutes
- eheadspace also holds monthly online information sessions where you can join group chats to talk on different topics like sleep issues, self harm, helping out a friend and more
- All eheadspace services are free but if you call from your mobile your usual call charges apply
- eheadspace is a confidential service
- Web chat, phone and email support is available to young people, as well as their families, from 9am to 1am AEST, 365 days of the year

**You can get support for your mental health by creating a free online headspace account, where you can speak to someone 1-on-1 via online chat, email or over the phone (1800 650 890).**

**Visit [headspace.org.au](https://headspace.org.au) for more information.**

## please note

headspace provides time-limited services for mild to moderate difficulties. It is not an emergency service. If you or your young person are in an emergency, please call 000. If you or your young person are in a crisis and need to talk to a counsellor urgently, please contact:

- Lifeline 13 11 14
- Kids Helpline 1800 55 1800

If you are experiencing more severe difficulties, you may be eligible for specialist clinical mental health services. For contact details, see further information and support section.



# what happens when you visit a headspace centre?

Supporting a Young Person to access headspace is an integral part of their journey. Read through to understand the Journey of a Young Person and the different ways you can support.

## your journey

The first time your young person visits headspace, they will:



- Your first appointment at headspace will be for an intake – this is where we get to know what’s going on for your young person to make sure that headspace is the best support for them.
- From here, we will decide with you what stream of headspace is the best fit, or if there is a better support service outside of headspace that we can link you with.

### Supporting a young person while they’re waiting for an appointment

We understand that wait times for appointments may vary. While your young person is waiting for an appointment, here are some ways you can support them:

- keep communication open, show empathy and don’t rush into judgments
- be available without being intrusive or ‘pushy’
- spend time with them
- take an interest in their activities, and encourage them to talk about what’s happening in their life
- take their feelings seriously
- encourage and support friendships
- encourage activities that promote mental health, such as exercise, good eating, regular sleep and doing things they enjoy
- give positive feedback let them know that you love them. They may not always admit it but this is likely to be very important to them

## after the first visit

If it is decided the headspace centre is a suitable option and your young person wants to access support from headspace, we will connect them with the right type of support.

These supports may include:

1. Brief intervention.
2. Counselling/psychological support from one of our qualified mental health clinicians or interns.
3. Social and therapeutic groups.
4. Alcohol and other drug support.
5. Vocational and educational support.
6. Single session family consultation.
7. Dietitian.

For some of these support services, we may be able to book your young person straight in. For others there may be wait times and we will inform you of those.

### Can’t wait that long:

We are a busy service, so at times our waiting periods can be long. There are external services that may be able to offer services quicker (though some of these may have some fees).

- Please give our Intake Team a call to discuss other options.

### We have a “no wrong door” policy

This means that if we are not the right service for your young person or there are other agencies that are better suited to their needs, we will talk about this and do our best to connect your young person with them.



# brief intervention clinic

Many young people benefit from participating in our Brief Intervention Clinic (BIC), which provides a short-term, structured intervention focused on common areas of mental health difficulty in young people.

## what is a brief intervention?

A brief intervention is a focused form of intervention that offers young people the opportunity to work on 1-2 issues that may be causing or contributing to distress or getting in the way of the life they would like to live.

The headspace Brief Intervention Clinic offers young people the opportunity to participate in up to 6 sessions with a trained Brief Intervention Clinician. Young people can choose one or two topics in areas such as:

- Problem-solving skills
- Exercise for wellbeing
- Understanding my anger
- Communicating with confidence
- Understanding my moods and anxiety
- Mindfulness and relaxation
- Understanding and accepting myself
- Sleeping well
- Nutrition for wellbeing

Brief Intervention modules are structured activities that are based on current knowledge and evidence-based strategies for understanding and improving mental health and wellbeing. BIC sessions are not general counselling – they are targeted and focused. They unfortunately do not allow time for general discussion.

BIC sessions do not require a Mental Health Care Plan (MHCP) and will not affect your young person's MHCP sessions if they already have one. Sessions are limited to 6 per person, per treatment phase.

Due to its structured nature, BIC sessions often involve take home activities. It is important that these activities are completed to maximise the effectiveness of the time we have together. If you have any further questions regarding the Brief Intervention Clinic, please direct these to your assigned worker and do not hesitate to provide us with feedback as this will help us improve the program.

## Single Session Intervention

Single Session Intervention (SSI or "one session at a time") is a one-off session with one of our clinical team to focus on a particular issue your young person is experiencing and come up with a plan to tackle it. SSI uses a supportive, solutions-focused approach to make the most of the session. Attending a single session doesn't mean the young person is excluded from other services at headspace and we will work with everyone involved to make sure they get the support they need. Single sessions can be just for the young person, or they can include family members that are an important part of whatever will be talked about.

# headspace online

headspace has a range of ways to support you and your young person online or by phone. You can get information and support by simply creating a headspace account. To create an account, go to [headspace.org.au](https://headspace.org.au).

## connect with us 1-on-1

We are open 9am – 1am (Melbourne time) 7 days a week for a 1-on-1 chat with a trained clinician. It's a confidential, free and a safe space to talk about what's going on.

## join the online community

Access a variety of our safe and supportive online community chats that provide a great way to connect with others, and share resources that are helpful to you. Connect with other young people, and family members with similar experiences to you.

## interactive tools

Young people can build their own personalised mental health toolkit where they can design their own avatar, collect and save resources that are helpful to them.

## self help information

Find helpful tips, information and videos on a wide range of topics.

## if it's an emergency

headspace online is not an emergency service so if you're in an emergency situation or need immediate assistance, please refer to the crisis support services listed on page 15.

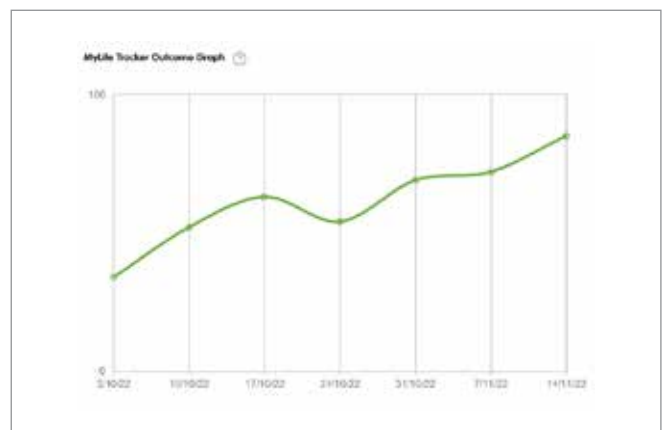
# hAPI Surveys

Every time your young person attends headspace they will be asked to complete a survey on a platform called hAPI (headspace Application Program Interface, pronounced "happy"). hAPI surveys are helpful to us and to the services we provide to young people.

## Why is hAPI so important?

- It can tell us information about the young person, why they need help and how much it is impacting them before they walk into the room. This can help their assigned worker to focus on what is important.
- It gives us feedback about how they are finding their experience with headspace and help us to make the support they receive even better.
- It can help us track progress over time so we can tell what is working and when we might need to change our approach.

If you have any questions about hAPI or if your young person ever has difficulties completing the survey, please let us know. We are here to help!



# family roles and responsibilities

headspace values the role and voice of family in young people's care. It's important that you know what to expect from us and that you understand your rights and responsibilities whilst engaging with headspace.

## family rights

As family of a young person attending headspace, you have the right to:

- keep communication open, show empathy and don't rush into judgments
- Be valued as a person who plays a vital role in the support and care of the young person;
- Be respected regardless of culture, language, disability, gender, sexual orientation, religion, age or lifestyle;
- Participate in the clinical care and decision making with the young person's consent, where appropriate to do so;
- Have your perspectives invited, heard and respected;
- Receive clear information about the service that headspace provides and be given the opportunity to ask questions;
- Have your personal information kept confidential;
- Have your health and wellbeing considered;
- Be given information and resources that encourage self-care for family who are supporting a young person;
- Provide feedback or suggestions in relation to headspace services.

headspace values the significance of family in a young person's life. A family inclusive approach actively supports a young person's family and facilitates their involvement in the professional care and support of the young person.

## who is family?

At headspace, family is defined uniquely by each young person. Family is considered an integral part of a young person's circle of care. Family and other caregivers – whether by birth, choice or circumstance – hold a significant role in supporting a young person by fostering a sense of belonging and connection through their shared experience.

The term family may include parents, caregivers, siblings, partners, Elders, kin, mentors and other community members who are viewed by the young person as people who play a significant emotional, cultural, faith-based or other role in their life. At headspace we acknowledge and respect the diversity of families across Australia. headspace is committed to the reflective practice of cultural humility and the need to meet families where they are at.

## family responsibilities

As family of a young person attending headspace, you have the responsibility to:

- Respect all headspace staff, regardless of culture, language, disability, gender, sexual orientation, religion, age, or lifestyle;
- Support the dignity and autonomy of the young person;
- Support the healthcare options that are consistent with the young person's choices and wishes;
- Consider the perspectives and skills of headspace staff in providing support for the young person;
- Contribute to the recovery and resilience of the young person;
- Inform headspace staff if the nature of your supporting role is compromised or changed;
- Maintain the confidentiality of the young person you are supporting and others you meet at headspace;
- Respect that whilst sharing of information is important, not all information about the young person or service provided will always be shared.



# involvement of family

headspace believes that families play an important role in a young person's journey to better wellbeing. We understand that there are many different types of family that are important in a young person's life.

Research shows that involving family in a young person's care can lead to better health outcomes for young people. When possible, we advocate for and provide meaningful opportunities for family members to directly participate in our services, in ways that young people are comfortable with, and that are likely to be beneficial to their wellbeing.

All family involvement at headspace is respectful of the privacy and confidentiality of young people and the young person's right to self-determine who is involved in their care at headspace.

## how might family be involved?

- You may be invited to be a part of your young person's sessions (only if they say it's OK)
- You and your young person may decide to work on an issue together in a Single Session Family Consultation (SSFC). SSFC is a 90 minute professionally-facilitated session for a young person and their family members to discuss and work on an issue affecting them
- We may have specific support services available for family of young people
- We may provide information and education about issues affecting young people and how to support them
- Family group information or skills training sessions (when available)
- The opportunity to join our Family Reference Group

## our family reference group

headspace is a family inclusive service. headspace believes that families play an important role in a young person's journey to better wellbeing.

We have established a Family Reference Group (FRG) to provide valuable, meaningful and fun support for young people and their families. The FRG believe that together we can change the way we view and manage mental health. We believe that good mental health is not only achievable but achievable in a lasting way for everyone. The FRG meet at times throughout the year, provide advice and guidance on key aspects of our centre and service and contribute their expertise and support to the centre and staff.

To find out about upcoming opportunities, please ask one of our friendly staff members.



# a little more information

## families with english as a second language

headspace services are provided in English. In some cases interpreters can be arranged in advance to support the young person or their family to communicate with a headspace worker during a session.

For more information on mental health in a language other than English, please speak to a headspace worker or visit Embrace Multicultural Mental Health at [embracementalhealth.org.au](http://embracementalhealth.org.au)

## consent and confidentiality

### consent

headspace is a voluntary service. Health workers can only provide treatment to young people with consent. This is something we will talk about when you attend.

If the young person is under 16: A parent or legal guardian is the appropriate person to give consent to access our service. In some cases these young people can consent to treatment without parental permission.

If the young person is over 16: Generally, the young person will be able to give their own consent to access our service. We will work with the young person to involve their family in ways that they are comfortable with, and that are likely to be beneficial to the young person's wellbeing.

If you would like to know more about how we obtain informed consent to our services, please speak to a headspace worker.

### confidentiality

When a young person talks to a headspace worker their information will not be shared without consent, unless otherwise outlined in our Client Agreement.

If you have any questions about confidentiality, please speak to a headspace worker.

## we welcome your feedback

At headspace Strathpine we welcome your feedback as it provides our staff with a valuable tool to help improve our services.

If you have a compliment, suggestion or complaint, please go to [bit.ly/headspacegivefeedback](http://bit.ly/headspacegivefeedback) or scan the QR code to complete an online form. If you would prefer to speak to someone in person please call the centre on (07) 3465 3000 or drop in to book an appointment.

We will acknowledge your feedback within 2 business days. Our staff take your feedback seriously and we aim to resolve all issues and concerns in a fair, impartial and confidential manner.



# frequently asked questions

## what can I do for my self-care?

At headspace we encourage self-care. Worrying about someone you care about is tough, so you must remember to be kind to yourself. Maintaining your own health and wellbeing enables you to best take care of the person you are supporting.

Here are a few ideas:

- Eat well and drink plenty of water
- Get a good night's sleep
- Turn off your phone, television or computer
- Get active
- Engage in a hobby
- Spend time with friends
- Practice gratitude - notice things you are grateful for
- Check in with your emotions in a space where you feel comfortable

## how can I contribute to headspace?

Family involvement in the delivery of our services is important to us. If you would like to provide input into how we engage with family as a service, please speak to a headspace worker.

## how long will an appointment take?

Depending on the appointment, sessions generally go for an hour. For specific information, speak to a headspace worker.

## how much will an appointment cost?

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

## do we require medicare?

Please note a Medicare card may be required to access free or low cost services. To apply for a Medicare card, go to: [bit.ly/medicarecard](https://bit.ly/medicarecard)

To access your Medicare card details, call Medicare on 13 20 11 or speak to your headspace worker.

## can I access headspace on behalf of my young person?

If your young person is willing to engage with headspace, we encourage you to make contact with us and discuss ways we might engage your young person or how you can be supported to care for your young person.

You are more than welcome to ask us about the support and involvement we offer to family.

Before making contact with us, it is a good idea to talk with your young person about it first.

# supports for you

We acknowledge that family members of young people may also need support for their own mental health and wellbeing. A good starting point can be talking with your GP, who can provide advice and connect you with services that can help. The following agencies also provide information and support to family members caring for young people:

## national agencies

### **Beyondblue**

[beyondblue.org.au](https://beyondblue.org.au)

1300 224 636

Information, online chat, email and 24/7 phone support.

### **DV Connect**

[dvconnect.org](https://dvconnect.org)

1800 811 811

Domestic violence hotline for abusive and abused partners.

### **Family Drug Support**

[fds.org.au](https://fds.org.au)

1300 368 186

Support and information for families of drug and/or alcohol users.

### **National Disability Insurance Agency (NDIA)**

[ndis.gov.au](https://ndis.gov.au)

1800 800 110

Supporting people with disability in Australia.

### **Reachout**

[parents.au.reachout.com](https://parents.au.reachout.com)

Information, tools, forums and apps to help cope with tough times and improve wellbeing.

### **Relationships Australia**

[relationships.org.au](https://relationships.org.au)

1300 364 277

Support services for individuals, families and communities.

## state agencies

### **ARAFMI**

[arafmi.com.au](https://arafmi.com.au)

1300 554 660

Support groups and 24-hour free telephone support line for family and carers.

### **Family and Child Connect (FaCC)**

[familychildconnect.org.au](https://familychildconnect.org.au)

13 32 64

Assistance with family issues such as behaviours, strengthening relationships, violence, alcohol, drug or gambling problems, managing money and accessing community or government services.

### **Homeless Hotline**

1800 474 753

Phone information and referral service for people who are experiencing homelessness or are at risk of homelessness.

### **Metro North Mental Health Service**

1300 MHCALL (642255) 18+

Crisis and specialist support for adults with mental health and substance use difficulties.

### **Parentline**

[parentline.com.au](https://parentline.com.au)

1300 30 1300

Parentline is a confidential telephone service providing professional counselling and support for parents and carers.

## local support services

### **Anglicare**

[anglicaresq.org.au/locations/counselling-and-family-wellbeing/](https://anglicaresq.org.au/locations/counselling-and-family-wellbeing/)

1300 610 610

General, family and relationship counselling.

### **Centre Against Domestic Abuse (CADA)**

[cada.org.au](https://cada.org.au)

(07) 3205 5457

Supporting and empowering people affected by family and domestic violence.

### **Encircle Pine Rivers Neighbourhood Centre**

[encircle.org.au](https://encircle.org.au)

(07) 3889 0063

General counselling and family support.

## local GP practices

**Gympie Road Medical Centre:** (07) 3338 8828

**Strathpine Super Clinic** (07) 3480 0111

**Strathpine 7 Day Medical Centre** (07) 3881 1866

**Medicross Medical** (07) 3881 3828

**Eaton Central Family Practice** (07) 3264 3900

## crisis support

**Lifeline** 13 11 14 (all ages)

**1300 MHCALL** 1300 642 255

**CYMHS Acute Response Team** 3068 2555 (0 to 17 years)

**Emergency services** 000

# get in contact

## contact us

441 Gympie Road  
Strathpine, QLD 4500

**p.** (07) 3465 3000

**f.** (07) 3465 3099

**e.** [headspace.strathpine@openminds.org.au](mailto:headspace.strathpine@openminds.org.au)

**w.** [headspace.org.au/strathpine](http://headspace.org.au/strathpine)

## we are open

Monday to Friday

We are closed on Weekends  
and Public Holidays

Our opening hours vary, please visit our website  
or scan our QR code for further details.



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

This activity is supported by funding from the Australian Government under the PHN Program.

headspace Indooroopilly and Strathpine are an auspice of [openminds](#)

headspace Strathpine would like to acknowledge the traditional owners of the land, on which our centre is located, the Turrabul people of the Yuggera Nation and pay our respects to the elders, past, present and future.

