

Uniting headspace services information kit

headspace Penrith, Mount Druitt, Katoomba & Parramatta (headspace Early Psychosis)



what is headspace?

headspace is a free and confidential service where young people between the ages of 12– 25 can access mental health support.

We provide early intervention support for mental health, drug and alcohol challenges and finding employment/education. We can also link young people in with physical and sexual health support.

Our Penrith, Mount Druitt and Parramatta centres operate the headspace Early Psychosis Program for young people who are experiencing a first episode of psychosis or are at high risk of experiencing psychosis.

Young people do not require a formal referral to access our services and can call us, drop into our centre or email us to chat to one of our intake officers.

All headspace services are free. Some of our services require a Medicare card - but young people won't need one for their first appointment and our team can assist in obtaining one.

All services are open Mon-Fri 9AM - 5PM with 5PM appointments available upon request.

our centres

headspace Mount Druitt

55 North Parade, Mt Druitt, 2770

1800 683 784

headspacemtdruitt@uniting.org

headspace Penrith

606 High Street, Penrith, 2750

1800 477 626

headspacepenrith@uniting.org

headspace Katoomba

37 Waratah Street, Katoomba, 2780

1800 478 626

headspacekatoomba@uniting.org

headspace Parramatta (Early Psychosis)

2 Wentworth St, Parramatta, 2145

1300 737 616

hyepp.parramatta@uniting.org



headspace Primary Care

headspace Primary Care is an early intervention service which provides face to face information and support to young people and their families and friends.

The Primary Care program offers:

- Evidence based early intervention treatment with a multidisciplinary team
- Help with mental health, general health, alcohol and other drug services as well as work and study support
- Clinical and social group programs
- A 'no wrong door' policy which supports the young person in being connected with the best service to suit their goals, whether it be within headspace, or through a warm transfer to a more specialised external service.

For headspace Primary Care to be the most suitable service for a young person:

1. They are a young person aged 12 – 25
2. The young person is help seeking (our service is voluntary)
3. The young person would benefit from accessing an available service at our centre which could include short term mental health support (from 1 – 10 individual sessions), group programs, alcohol and other drug services, vocation and educational support services and physical and sexual health support services.
4. The young person does not require urgent, immediate or crisis response.

Young people can self-refer to the centre by calling, dropping in or sending through an email. Service providers including school staff and GP's can also refer young people by completing and submitting a Service Provider Referral form if they have consent of the young person (or parent/guardian if under the age of 15). In this situation headspace will contact the young person directly to arrange an initial assessment and involve them in their care planning. The Service Provider Referral form is available from all of our headspace centre websites.



headspace Early Psychosis

headspace Early Psychosis offers early intervention and specialist services (including after-hours support) to young people experiencing, or at risk of, psychosis. The program aims to prevent disruptions in a young person's life and lessen the duration of untreated psychosis. Our service also offers intensive integrated services for young people including treatment with a multidisciplinary team, psychiatric support, outreach services, after-hours support, group programs, functional recovery as well as support for families.

Service criteria for headspace Early Psychosis includes:

1. Young person is 12 – 25 years old
2. Young person is experiencing their first episode of psychosis, or;
3. Young persons who is at risk of developing psychosis. This may include young people who have a decline functionality, transient psychotic symptoms and/or family history of psychosis.

You can find out more information about psychosis and the headspace Early Psychosis program at headspace.org.au/young-people/understanding-psychosis-for-young-people/



headspace Private Practitioner Support

An integral part of the headspace model is co- location with Private Practitioners who are supported by the Medicare Benefits Schedule (MBS).

Young people can access our Private Practitioners through the same referral options outlined on page 2. However, Private Practitioners will require a Medicare card which a young person can obtain with the help of headspace staff.

our Private Practice team is made up of mental health accredited social workers and psychologists and the number available at each centre can vary.

headspace Community Development

The Community Development team deliver health promotion, stigma reduction and service access initiatives to promote community wellbeing and support young people and their families to access headspace services.

The team offer the following workshops to schools and community groups:

- Mental Health and Stigma Reduction
- Mental Health and Stress Reduction
- Alcohol and Other Drugs and Mental Health
- Connecting With Others For A Healthy Headspace
- Supporting a Young Person for Parents and Carers

Contact the team via the tab on your relevant centre website.

headspace Consortium

A key part of our service is consortium support. These partnerships encourage co- location of workers from other agencies who can deliver different services as well as consultation on issues that impact young people. Young people can access these supports through the same referral process outlined on the previous page and there is no cost to access these supports. Our current consortium partners are:

- Nepean Blue Mountains LHD Drug and Alcohol Service
- Ability Options
- NBMLHD Child and Youth Mental Health Services
- TAFE NSW
- Western Sydney University
- Interrelate
- Ted Noffs - Street University
- Salvation Army - headfyrst

Helpful Resources

24/7 Counselling and Helpline

Services

Lifeline	13 11 14
Suicide Call Back Service	1300 659 467
Kids Helpline	1800 551 800
Beyond Blue	1300 224 636
NSW Mental Health Line	1800 011 511
MensLine Australia	1300 78 99 78
1800RESPECT	1800 737 732

headspace National services

eheadspace

eheadspace provides online and telephone support and counselling to young people 12 – 25 and their families and friends. Here you can talk 1-on-1 with an eheadspace clinician via online chat, email or over the phone and join peer and clinician led- group chats. Learn more at -

<https://headspace.org.au/online-and-phone-support/>

Digital Work and Study

Connect with a Work & Study specialist to get tailored 1:1 support and advice on everything from study and education options to job hunting. Access online resources and talk to other young people in group chats. You can also get one-on-one support from a mental health clinician. This service is free for young people aged 12-25. Learn more at <https://headspace.org.au/services/work-and-study-support/online/>

headspace Schools

headspace Schools & Communities is a national workforce that supports, engages and partners with education and health sectors across Australia, to build the mental health literacy and capacity of workforces. Learn about how the program can support your school and community by heading to <https://headspace.org.au/professionals-and-educators/educators/programs-in-schools/>



Additional online support for Young People

Youth Beyond Blue provides information, online and telephone counselling for young people 12–25 years old with trained mental health professionals.

youthbeyondblue.com

1300 224 636

Qlife hosts a national telephone and web-based counselling and referral service for LGBTIQA+ people.

qlife.org.au

1800 184 527

The Butterfly Foundation runs a free psycho-education, support, counselling and referral service for anyone needing guidance with an eating disorder experience.

thebutterflyfoundation.org.au

1800 334 673

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/