

# Welcome Pack – For Family and Friends



## headspace Bairnsdale

171 Main Street, Bairnsdale VIC 3875  
Phone: (03) 5141 6200

Email: [info@headspacebairnsdale.org.au](mailto:info@headspacebairnsdale.org.au)  
Visit: [headspace.org.au/Bairnsdale](https://headspace.org.au/Bairnsdale)  
Facebook: [facebook.com/headspace\\_Bairnsdale](https://facebook.com/headspace_Bairnsdale)  
Instagram: [headspace\\_Bairnsdale](https://headspace_Bairnsdale)

## headspace.org.au

headspace Bairnsdale is operated by Relationships Australia Victoria. All headspace services are funded by the Australian Government Department of Health. Administration of funding is carried out by the headspace centre's local Primary Health Network, in this case, Gippsland Primary Health Network.



headspace acknowledges Aboriginal and Torres Strait Islander peoples as the First Peoples of Australia and we pay our respects to their Elders past and present who we share this great country with.

# Contents

- 1 Welcome to headspace
- 2 What is headspace?
- 2 Mental health difficulties and young people
- 3 Common myths and facts about mental health difficulties
- 4 How headspace can help
- 5 Our commitment to inclusive practice
- 6 What happens when a young person visits headspace?
- 7 How long will an appointment take?  
How much will an appointment cost?  
Can family and friends access headspace on behalf of a young person?
- 8 Consent and confidentiality  
How can friends and family support a young person while they are waiting for an appointment?
- 9 Rights and responsibilities  
Our position on shared decision-making  
Permission for treatment  
Getting the support that's right for your young person
- 10 Collection of personal information
- 11 Feedback
- 12 Self-care  
Families with English as a second language  
How can I contribute to headspace?  
Further information and support



# Welcome to headspace

headspace is a family and friends inclusive service.

headspace believes that family and friends play an important role in a young person's journey to better wellbeing.

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

## All types of families:

nuclear, extended, blended, single-parent, heterosexual, same-sex couples

## Non-parental care-givers:

partners, foster parents, grandparents, kinship relations, adoptive parents, other family members

## Significant others:

friends, teachers, mentors, spiritual care leaders

We know from research that involving family and friends in a young person's care can lead to better health outcomes for young people<sup>1</sup>. Wherever possible, we advocate for and provide meaningful opportunities for family and friends 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 and friends involvement at headspace is respectful of the privacy and confidentiality of a young person's information.

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

<sup>1</sup> Hopkins, L., Lee, S., McGrane, T., & Barbara-May, R. (2016). Single session family therapy in youth mental health: Can it help? *Australasian Psychiatry*. Advance online publication. doi: 10.1177/1039856216658807

# What is headspace?

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



mental health



physical and sexual health



work, school and study

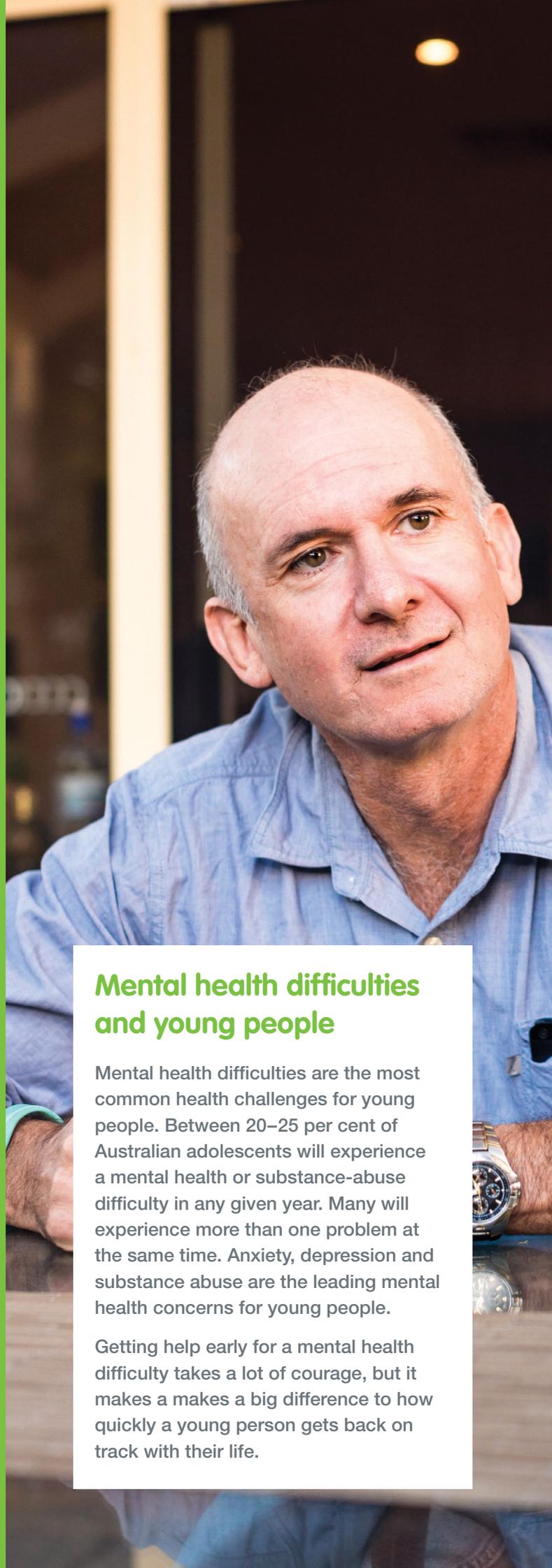


alcohol and other drugs

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.

We keep young people at the heart of our services



## Mental health difficulties and young people

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

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



## Common myths and facts about mental health difficulties

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

**Fact:** Friends and family can offer important help and support. When family and friends 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.



# How headspace can help

Information and services for young people can be accessed through:



## 1 The headspace website

Our website includes information about mental and physical health, work and study, drugs and alcohol, how to get help and how family and friends can support a young person going through a tough time.

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



## 2 eheadspace

eheadspace is our national online and telephone 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.

To access eheadspace visit [eheadspace.org.au](http://eheadspace.org.au) or phone 1800 650 890. Web chat, telephone and email support is available to young people, as well as their families and friends, from 9am to 1am AEST, 365 days of the year. Email access to eheadspace is available 24 hours a day.



## 3 headspace Bairnsdale

headspace Bairnsdale provides young people with access to a range of health workers who have specific expertise in working with young people – including psychiatrists, psychologists, social workers, alcohol and drug workers, counsellors, vocational workers, dietitians and exercise physiologists.

Young people can make an appointment at our centre in person or by phone or email. Family or friends can also make an appointment on behalf of a young person, if the young person consents to the appointment.

To find out about information and support available to family and friends of young people with a mental health difficulty, see the Further information and support section.



## Please note

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

If you or your young person need immediate support or medical assistance contact:

- Emergency Services 000
- Lifeline 13 11 14
- Kids Helpline 1800 55 1800

If your young person is experiencing more severe difficulties, they may be eligible for specialist clinical mental health services. For contact details, see the Further information and support section.

## Our commitment to inclusive practice

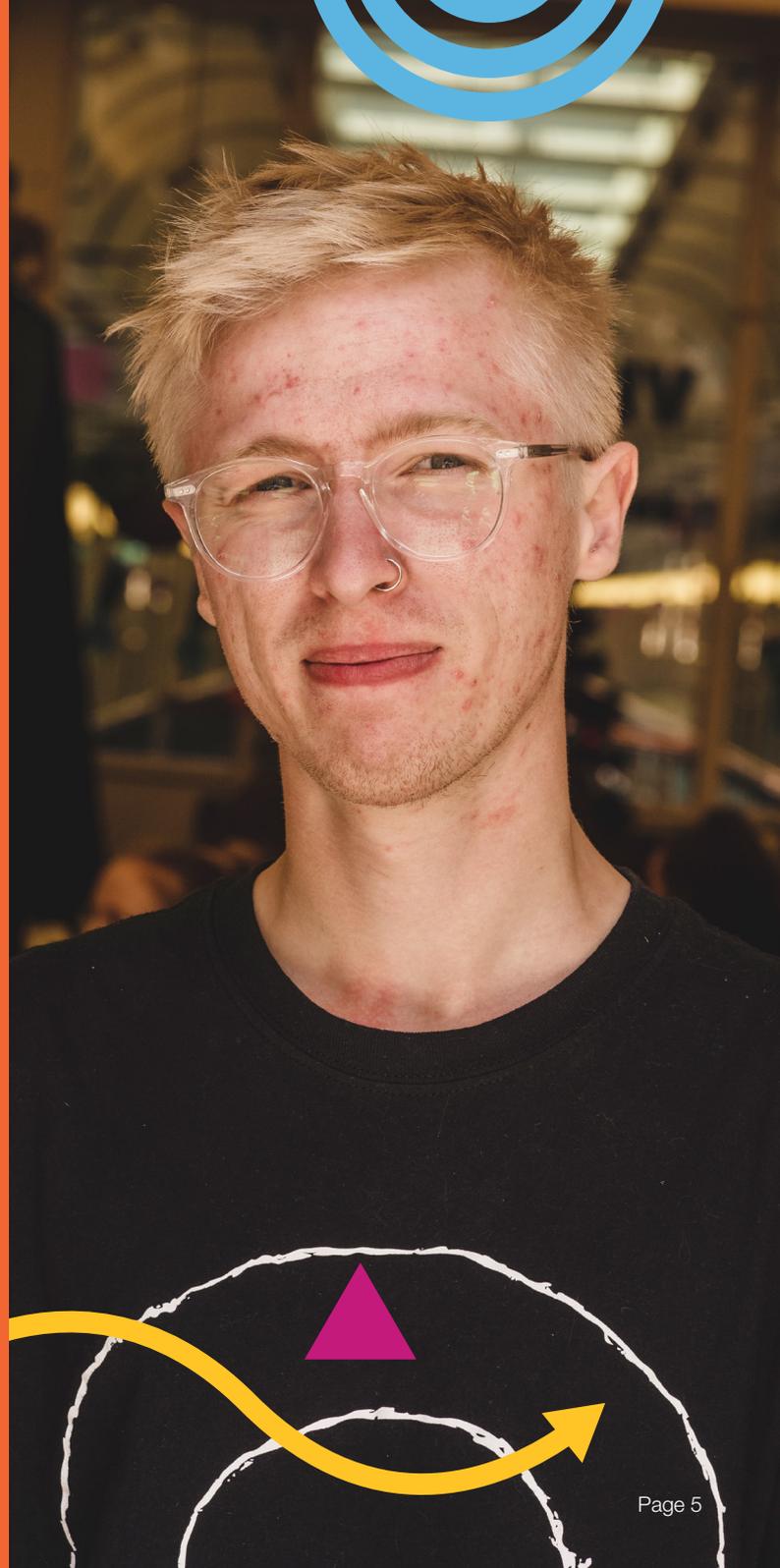
We understand that some young people may experience additional or greater barriers to accessing help for mental health difficulties. These people might be:

- > 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.

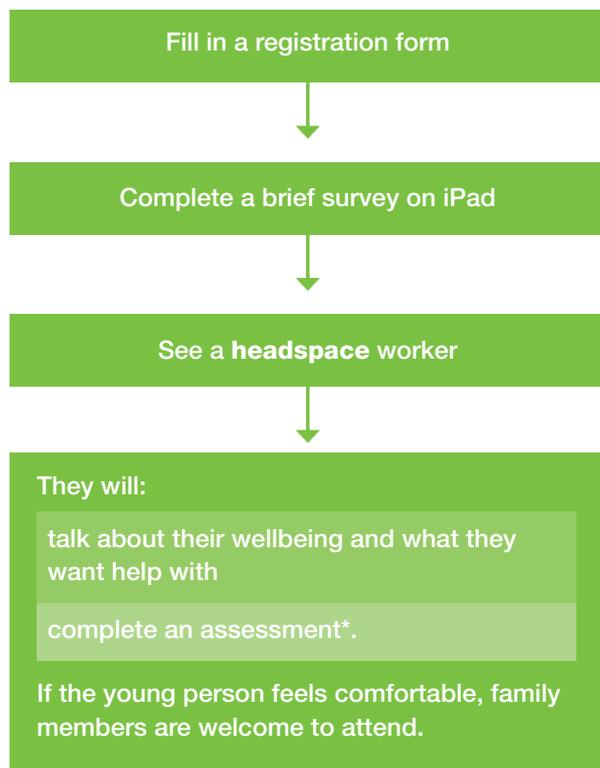




## What happens when a young person visits headspace?

### At the first visit

The first time a young person visits **headspace**, they will:



### After the first visit

If a young person chooses to continue at **headspace**, they will:

Work on goals with their **headspace** worker, such as:

- brief intervention and problem solving with one of our clinical team
- early intervention and supportive counselling with one of our clinical team
- 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
- alcohol and drug assistance from an alcohol and drug counsellor
- referral to other agencies best suited to the young person and/or family's needs. If the young person needs a referral from a doctor to access a particular service, **headspace** can arrange this.

\* If you have questions about our assessment, visit [headspace.org.au/health-professionals/headspace-psychosocial-assessment-interview](https://headspace.org.au/health-professionals/headspace-psychosocial-assessment-interview)



## How long will an appointment take?

Appointments usually last 50 minutes to an hour. Sessions with a doctor might be shorter.

---



## 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.

---

## Can family and friends access headspace on behalf of a young person?

Whether a young person is ready to access our services or not, we encourage contact with us and discussion of ways we might engage a young person or how family and friends can be supported to care for their young person.



If you would like to talk to a **headspace** worker, please call us. You may be booked into an appointment or offered support over the phone.

If a young person is engaged or is willing to engage with **headspace**, ask us about the support and involvement we offer to family and friends.

---

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



## Consent and confidentiality

### Consent

**headspace** is a voluntary service. Health workers can only provide treatment to young people who give consent. This is something we will ask a young person when they 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:** We will work with the young person to involve their family and friends in ways that they are comfortable with, and that are likely to be beneficial to the young person's wellbeing.

If you would like a copy of our Consent Policy, please speak to a **headspace** worker.

### Confidentiality

When a young person talks to a **headspace** worker, nothing they say can be passed on to anyone else without their permission unless the young person:

- 1) is at risk of harming themselves or someone else
- 2) is at risk of being harmed by others
- 3) has committed a serious crime.

In these cases we will provide only necessary information to appropriate services or support people.

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

## How can friends and family support a young person while they are 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 judgements

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.

## Rights and responsibilities

It's important that your young person knows what to expect from **headspace** and what their responsibilities are while they're receiving support. We're committed to respecting young peoples' rights, and we want to work together with them to make sure that they receive all the support they need to achieve their goals.

For more information about your young person's 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 young people to be involved in all decisions about our work together. Our health workers will discuss all service options with your young person and allow for their preferences (along with evidence about what works) to guide decision-making about their care.

## Permission for treatment

We are a voluntary service. Our health workers can only provide support if a young person says it's OK (if they give consent). This is something we'll ask them when they attend.

Young people can generally make decisions on their own about their treatment but in some cases we may need a parent or legal guardian to give consent for them to access a particular service (e.g., if they are under a certain age limit).

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

## Getting the support that's right for your young person

When your young person talks with a **headspace** worker, it's important that they 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 your young person doesn't think their **headspace** sessions are working out, there could be a few reasons. It might be because it is hard to talk about what's on their mind, or it might be that they and their worker are not the right fit.

Whatever the reason, it's important that your young person doesn't give up. They have the right to work with someone they connect with. If they feel comfortable, they can talk with their worker about how they are feeling and together they can find a way forward. If they don't feel comfortable talking to their worker about this, that's OK. All they need to do is let us know through our admin staff, and we'll take it from there and get back to them.



## Collection of personal information

To provide your young person 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 your young person accesses our services, we will them to provide us with some personal information about themselves. We may also ask their permission to collect information about them from other health workers, such as their doctor.

### What personal information will be collected?

We will collect personal information that is helpful for us to provide services to your young person.

This includes their:

- 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.

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

They will also be asked a few questions on an iPad about their health and wellbeing. To help us track whether they feel they are improving, they'll be asked the same questions before each service they receive.



Your young person can have access to this information throughout their time at **headspace** – it's a great way to help them track their progress.'

Their health worker will also create a file for them, to document all care they receive.

*We can only collect this information from your young person if they give consent.*

To help them decide whether they choose to provide this information, your young person will be given a consent form that sets out:

- how we collect, protect and use their information
- how they can apply for access to their personal information
- how to make a complaint about our use of their personal information.

If there is information that young people don't want us to collect, we invite them to tell us. We are happy to discuss this with them when they attend.

## Feedback

We appreciate all feedback (compliments, suggestions and complaints) about the services and care we provide to young people. This feedback is used to make sure that all young people accessing our services have the best possible experience at our centre.

Young people can provide feedback about their 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 feedback quickly.



## 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

Unplug your phone, television or computer

Get active

Engage in a hobby

Spend time with friends

Practise gratitude – notice those things in life you are grateful for

Check in with your emotions in a space where you feel comfortable.



## 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 and friends 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 Mental Health in Multicultural Australia at [mhima.org.au](http://mhima.org.au).

## How can I contribute to headspace?

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



## Further information and support

### Our services for young people aged 12-25 years

- Counselling with a psychologist or social worker
- Child and adolescent psychiatrist appointments
- Alcohol and drug workers
- Employment assistance
- Centrelink appointments
- Allied Health Clinic

### Our groups

At **headspace** Bairnsdale we have a range of groups to support young people. If you are interested in any of these groups, please contact our centre.

#### UBU

Unique But United (UBU) is an LGBTIQA+ support group for young people aged 12-25 years, who want to meet other sexually and gender diverse people and allies in a safe and supportive space. The UBU Group discusses information tailored to the needs of the young people, issues that are faced by LGBTIQA+ young people and ways to overcome them. The group meets fortnightly.

#### ASD Games Group

Our ASD Games Group is a social group for young people aged 12-25 years who have Autism. The Games Group meets fortnightly.

#### Healthy headspace Group

A weekly group for young people aged 12-25 who would like to improve their 'healthy headspace' via learning new self-care and wellbeing strategies.

#### Tuning in to Teens

This is a free, six-session parenting program for parents and carers of young people, that promotes emotionally intelligent parenting. The program is run several times during the year.

#### Youth Advisory Group (YAG)

If you are looking for the opportunity to be heard and be active in your community, the Youth Advisory Group (YAG) could be the group for you. The YAG meets fortnightly and provides young people with an opportunity to develop services and resources, plan, implement and evaluate community events and meet like-minded young people who are passionate about youth mental health and other issues facing young people in East Gippsland. For more information, or to apply, please contact our Community Engagement Officer on (03) 5141 6200.

### Opening hours

Monday	10am - 6pm
Tuesday	12pm - 8pm
Wednesday	10am - 6pm
Thursday	10am - 6pm
Friday	10am - 6pm
Saturday	CLOSED
Sunday	CLOSED

#### Facebook

[headspace Bairnsdale](#)

#### Instagram

[headspace\\_bairnsdale](#)

#### Visit our website

[headspace.org.au/Bairnsdale](http://headspace.org.au/Bairnsdale)

If you need further professional support, you may be eligible for a Mental Health Care Plan (MHCP). A MHCP allows a person to access rebates for mental health care services. To work out whether a MHCP is appropriate for you, see your local doctor.

The following agencies also provide information and support to family and friends caring for young people.

## National agencies

### Youth beyondblue

[youthbeyondblue.org.au](http://youthbeyondblue.org.au)

1300 224 636

- Information about supporting someone with depression or anxiety
- Online chat & 24/7 phone support

### Black Dog Institute

[blackdoginstitute.org.au](http://blackdoginstitute.org.au)

- Information about supporting someone with depression or bipolar disorder

### Carers Australia

[carersaustralia.com.au](http://carersaustralia.com.au)

- Carer counselling, advice, advocacy, education & training

### Gambling Help Online

[gamblinghelponline.org.au](http://gamblinghelponline.org.au)

1800 858 858

- 24/7 online chat & phone support

### Kids Helpline

[kidshelpline.com.au](http://kidshelpline.com.au)

1800 55 1800

- 24/7 phone & online counselling service for young people aged 5 to 25.

### QLife

[qlife.org.au](http://qlife.org.au)

1800 184 527

- Information about supporting people who are lesbian, gay, bisexual, transsexual, intersex, queer or questioning (LGBTIQ)
- Online chat & phone support

### Reachout

[reachout.com](http://reachout.com)

- Information about supporting young people with mental health difficulties

### SaneAustralia

[sane.org](http://sane.org)

1800 18 (SANE) 7263

- Information about helping someone experiencing a mental health crisis
- Online chat & phone support

### Suicide Call Back Service

[suicidecallbackservice.org.au](http://suicidecallbackservice.org.au)

1300 659 467

- Free 24/7 phone & online counselling

## State agencies

### Australian Community Support Organisation (ACSO)

[asco.org.au](http://asco.org.au)

1300 022 760

- Alcohol & drug support service

### Carers Australia VIC

[carersvictoria.org.au](http://carersvictoria.org.au)

1800 242 636

- Carer advisory line

### Eating Disorders Victoria

[eatingdisorders.org.au](http://eatingdisorders.org.au)

1300 550 236 or (03) 9417 6598

- Free, confidential helpline

### Family Drug Support Australia

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

1300 368 186

- 24/7 phone counselling & support

### Mental Health Legal Centre

[mhlc.org.au](http://mhlc.org.au)

(03) 9629 4422 or 1800 555 887

- Free legal service for anyone who has experienced mental illness in Victoria (where their legal problem relates to their mental illness)

### Youthlaw

[youthlaw.asn.au](http://youthlaw.asn.au)

(03) 9611 2412

- Free, legal advice for young people aged under 25 in Victoria via drop-in clinics, and phone and email service

## Regional agencies

### Gippsland Lakes Community Health

[glch.org.au](http://glch.org.au)

– ChildFIRST: (03) 5152 0013

– Family violence, youth support services: (03) 5155 8300

### Latrobe Regional Health Service Mental Health Triage

[lrh.com.au/component/tags/tag/mental-health](http://lrh.com.au/component/tags/tag/mental-health)

1300 363 322

– 24/7 specialist & emergency mental health services

### Nungurra Youth Accommodation Services

(03) 5152 2188

- Emergency accommodation for young people who are homeless or at risk of becoming homeless

### Quantum Support Services

[quantum.org.au](http://quantum.org.au)

1800 243 455

- Homelessness, family violence & youth services

