

Welcome to headspace Bendigo



Talking about how you feel can be scary, but headspace is here to help

How headspace can help

headspace can help you access a health worker you need for free, no matter how big or small the problem may be. This could be seeing a GP, mental health clinician, alcohol and drug worker, or vocational worker, which are all available at no cost to you.

headspace Bendigo's opening times are:

9:00am to 5:00pm Mondays, Wednesdays and Fridays
9:00am to 7:00pm Tuesdays
12:30pm to 5:00pm Thursdays



What can I do?

Things you can do to look after your mental health include:

- Eating well
- Sleeping well
- Keeping active
- Be social
- Relax
- Reduce alcohol and other drug use
- Keep learning

First appointment

Appointments at headspace can vary but usually are around 50 minutes to an hour. It's ok to be nervous about getting help for the first time, so it can be helpful to bring a family member or a friend along to support you. You will probably be asked a lot of questions on your first visit. This is to make sure that we cover all the important issues so we can then develop the best solution for you.

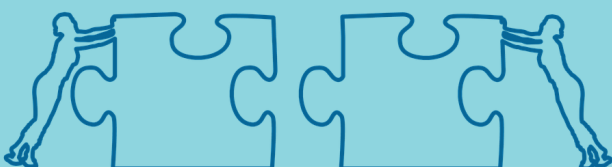
The appointment is your time, so feel free to ask about anything that's on your mind so your headspace worker can help you find the best solution or the information you need.



Getting help that's right for you

It is important that you feel comfortable and safe when you talk to one of our headspace workers, and we will always do our best to make sure this happens. If you feel that your headspace worker isn't a good fit, you can discuss this with your worker, the reception staff or our senior clinician to make a change.

If you have any questions, or want more information, please talk to our reception staff, or give us a call on 5406 1400 or visit our website at <https://headspace.org.au/headspace-centres/bendigo/>



Confidentiality

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, however there are a few exceptions. If headspace is seriously worried about your safety or the safety of someone else they must – by law – try to keep everyone safe.

This means they might have to share their concerns with someone else. Talk to your headspace worker about confidentiality to ensure you understand how it works. If you need immediate medical attention, call 000, or call Psychiatric Regional Triage Service on 1300 363 788, Lifeline on 13 11 14, or Kids Helpline on 1800 55 1800.



Welcome to headspace Bendigo



What else do we do?

LGBTIQ+ Diversity Groups

Diversity Groups are headspace Bendigo's social support group for young same-sex attracted and gender diverse (SSAGD) youth and are made up of young people aged 12-25. Diversity group meetings are held on Wednesday from 4:30pm-6pm for FROGS (18-25 years old) and Thursday from 4pm-5:30pm for TADPOLES (12-17 years old). For more information, speak to our HEY Project Worker at headspace Bendigo.



IPS

The Individual Placement & Support program at headspace aims to help assist you in finding a suitable job or help you to apply for further education. The IPS team will provide support whilst you are working with a clinician to improve your mental health. The IPS team assist with writing resumes, cover letters and key selection criteria. IPS also work with you through the process of applying for jobs or enrolling in educational courses, as well as understanding the requirements of working. You must be linked to a headspace clinician first before you can be referred to the IPS program.

Youth Reference Group

The Youth Reference Group is a group made up of 15-25 year old volunteers who work to come up with ways to create awareness for youth mental health, and be involved in community events. If you would like to be involved, speak to our Community Engagement Worker at headspace Bendigo.



How headspace can help

headspace is here to help

headspace centres across Australia provide face-to-face information, support and services to young people, aged 12 to 25 years, and their families and friends.

headspace can help you with:



Mental health and wellbeing

headspace can help if you're experiencing significant changes in thoughts, feelings and/or behaviour, if you're being bullied, hurt or harassed or just not feeling yourself.



General health

headspace has youth friendly general practitioners (GPs) and health nurses who can help with any physical health issues. A GP can also help you with issues related to contraception, sexual health, drug or alcohol use, relationship problems or feeling down or upset.



Alcohol and other drug services

If drugs and alcohol are starting to affect things that matter to you, like your mental health, wellbeing or friendships, headspace can help.



Work, school and study

headspace work and study specialists can help you if you're struggling at school, unsure what course you want to do, need a hand writing a resume, or if you are searching for a job.

Online and telephone support is also available through eheadspace. (There is more information about eheadspace over the page.)

headspace centres



headspace centres help you to access the type of health worker you need. This could be a GP, psychologist, social worker, alcohol and drug worker, counsellor, vocational worker or youth worker. A number of centres also have Aboriginal and Torres Strait Islander health workers, welfare workers and family therapists.

You can visit a headspace centre no matter how big or small your problem may seem.

Making an appointment at headspace

It's as simple as phoning or emailing your nearest headspace centre to find a time that suits you. You can also ask a friend, teacher, parent, other family member, health worker or community agency to contact headspace for you.

Your local headspace centre might also have a 'drop in' service where you can visit anytime in their visiting hours. Call your nearest headspace centre or check out headspace.org.au to find out more about what services are available.



Aged between 12-25 years?

headspace can help if you:

Are feeling down, stressed or can't stop worrying

Don't feel like yourself anymore

Can't deal with school/uni/work or are finding it difficult to concentrate

Are feeling sick or worried about your health

Have questions about, or want to cut down on alcohol or other drug use

Want to talk about sexuality, gender identity or relationships

Are having difficulties with your family or friends

Have sexual health issues or want information about contraception

Are being bullied, hurt or harassed

Are worried about work or study or if you're having money trouble

Need someone to talk to.

Getting support can help you to keep you on track at school, study or work, and in your personal and family relationships. The sooner you get help the sooner things can begin to improve for you.

How headspace can help



Your first appointment at headspace

Appointments at a **headspace** centre can vary in length but are usually 50 minutes to an hour.

It's okay to feel nervous about getting help for the first time. It can be helpful to bring along a family member, carer or friend to help support you.

You'll probably be asked a lot of questions on your first visit. This is to make sure that

all the important issues are covered, and to help develop the best solution for you. As you get to know and trust your **headspace** worker you will probably find that talking about what is going on gets easier.

The appointment is your time. Feel free to ask questions about anything that's on your mind so the **headspace** worker can help you find the best

solution, or find the information that you need. It also helps the **headspace** worker to understand what is worrying you.



Cost

Services at a **headspace** centre are either free, or have a low cost. You can ask if there is a cost when you make your appointment.

Some services require you to have a referral from a doctor. But don't worry; **headspace** can help you with this as well.

All **headspace** services are free but if you call from your mobile your usual call charges apply.

eheadspace

If you don't have a **headspace** centre nearby or you don't feel ready to visit a centre, **eheadspace** provides confidential online and telephone support 7 days a week.

To access **eheadspace** for the first time all you need to do is register at eheadspace.org.au or phone **1800 650 890**. You will need to provide some information like your email address, postcode and age. **eheadspace** sessions are generally for 30-60 minutes.



If you are receiving support from a **headspace** centre or another service, **headspace** may ask your permission to speak with your worker to ensure **eheadspace** is providing the best possible support.

Confidentiality

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 however there are a few exceptions.

If **headspace** is seriously worried about your safety or the safety of someone else they must – by law – try to keep everyone safe.

This means they might have to share their concerns with someone else. Talk to your **headspace** worker about confidentiality to ensure you understand how it works.



If you need immediate medical attention, call 000 or call Lifeline on 13 11 14 or Kids Helpline on 1800 55 1800.



Getting the help that's right for you

When you talk with a **headspace** worker it's important that you feel safe and comfortable – **headspace** will do its best to make sure this happens.

If you do not think your **headspace** visits are working out it is important to ask yourself why. 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. Either way, don't give up. Talk to your worker about how you are feeling and together you can find a way forward.



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For more information, to find your nearest **headspace** centre or for online and telephone support, visit headspace.org.au

Information for Parents and Carers



Changes in young people

Young people can go through many different changes as they grow up. Raising sensitive issues and resolving problems that arise along the way can be challenging for them.

It can often be hard as a parent to know the difference between normal behaviour, such as

occasional moodiness and irritability, and an emerging mental health problem.

If a young person develops a mental health problem it is important that they get support from both their family and friends and health professionals.



★
The information in this fact sheet is designed to help you better understand mental health and what you can do to support young people who might be going through a tough time.
★

Mental health and mental health problems in young people

Good mental health is about being able to work and study to your full potential, cope with day-to-day life stresses, be involved in your community and live life in a free and satisfying way.

A young person who has good mental health has good emotional and social wellbeing and the capacity to cope with change and challenges.

Feeling down, tense, angry, anxious or moody are all normal emotions for young people, but when these feelings persist for long periods of time, or if they begin to interfere with their daily life, they may be part of a mental health problem. Mental health problems can also influence how young people think and their ability to function in their everyday activities, whether at school, at work or in relationships.

If you think you know a young person whose mental health is getting in the way of their daily life, it is important to let them know you are there to support them.



Warning signs

Most parents can tell when something is out of the ordinary, but there are also signs that suggest a young person might be experiencing a mental health problem. These are new, noticeable and persistent changes in the young person, lasting at least a few weeks, including:

Not enjoying, or not wanting to be involved in things that they would normally enjoy	Changes in appetite or sleeping patterns	Being easily irritated or angry for no reason	Their performance at school, TAFE, university or work is not as good as it should be or as it once was
Involving themselves in risky behaviour that they would usually avoid, like taking drugs or drinking too much alcohol	Experiencing difficulties with their concentration	Seeming unusually stressed, worried, down or crying for no reason	Expressing negative, distressing, bizarre or unusual thoughts

Information for Parents and Carers



↔ Mistakes happen ↔

Learn from mistakes – whether by you or the young person – to learn and keep moving forward. Having some conflict and then repairing the relationship is more important than avoiding doing anything because you fear upsetting the young person.

What affects a young person's mental health?

There is no one “cause” for mental health concerns. Instead, it seems that a number of overlapping factors may increase the risk of a young person developing a mental health problem. These can include:

- **Biological factors** – family history of mental health problems
- **Adverse early life experiences** – abuse, neglect, death or a significant loss or trauma
- **Individual psychological factors** – self-esteem, coping skills or thinking style
- **Current circumstances** – stress from work or school, money problems or difficult personal relationships, or problems within your family
- **Serious illness or physical injury**
- **Drugs and alcohol** – use and experimentation.

How to help the young person you are worried about

HELP

When someone in your family has a mental health problem:

- **Keep communication open**, show empathy and don't rush into judgements
- **Be available** without being intrusive or 'pushy'
- **Spend time with the person.** Take an interest in their activities and encourage them to talk about what's happening in their life
- **Take the person's feelings seriously**
- **Encourage and support positive friendships**
- **Encourage activities that promote mental health**, such as exercise, healthy eating, regular sleep, and doing things the person enjoys
- **Give positive feedback**
- **Let the person know that you love them.** They may not always admit it, but this is likely to be very important to them.

How to find help

If you are worried about the health and safety of a young person:

Talk openly and honestly with them, and let them know that you are concerned

Reassure them that you will be there for them, and ask what they need from you

Let them know that there is lots of help available

Help find an appropriate service, such as a **headspace** centre (headspace.org.au) and support them in attending

Ask direct questions if you are concerned about suicide. For example, have you been thinking about death? Have you thought about ending your life?

Help them build a support network

Look after yourself as well. Get some support by talking to someone you trust, and seek professional help for yourself if you need it.

Some important things to remember about young people

- **Young people need a sense of belonging**, connectedness to their family, friends and community, and to make a meaningful contribution
- **Firm and consistent boundaries** are essential, but try to involve the young person in negotiating acceptable 'rules'
- **A balance between self-responsibility and support** helps a 'child' grow to an 'adult'
- **Young people need to do things differently** from their parents and become individuals in their own right
- **Teenagers and young adults often question everything** their families say and do
- **Try to stay confident in yourself**, but also be open to learning



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For more information, to find your nearest headspace centre or for online and telephone support, visit headspace.org.au

Mental Health eResources

Mental Health eResources aim to teach people strategies to cope with symptoms and improve thoughts

DEPRESSION



moodgym

moodgym is like an interactive self-help book which helps you to learn and practise skills which can help to prevent and manage symptoms of depression and anxiety. There are 5 modules; each module takes around 45 minutes. Each module includes interactive games, assessments, relaxation audio, and a workbook.

-Aimed at age 15 and above

Visit:

www.moodgym.com.au



BITE BACK

BITE BACK is an online interactive space where you can learn how to amplify the good stuff in life! Through activities, videos and fact sheets you can learn how to increase your levels of wellbeing, deal with stress and harness your strengths so you can live your best life.

-Aimed at age 12 and above

Visit:

www.biteback.org.au



What's Up - Reach Out

What's Up? can help you cope with anxiety, stress and feelings of depression. It has interactive games, forums, thought tracking diary and helpful techniques to manage your feelings.

Download through your app store or visit:

www.au.reachout.com/tools-and-apps/whats-up



SLEEP



Recharge

Recharge is a personalised six-week program that helps you improve your general health and wellbeing.

Download through your app store or visit:

www.au.reachout.com/tools-and-apps/recharge



ANXIETY



Stop, Breathe & Think

Stop Breathe Think encourages you to check in with what you are thinking and how you are feeling, practice mindful breathing to create space between your thoughts, emotions and reactions, and broaden your perspectives with activities.

Download through your app store of visit:

stopbreathethink.com



Smiling Mind

Smiling Mind offers a unique web and app-based tool developed by psychologists and educators to help bring balance to people's lives.

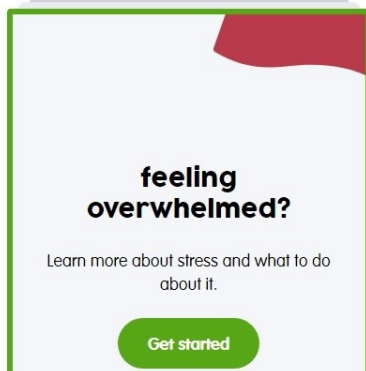
Smiling Mind offers programs designed to assist you in dealing with the pressure, stress and challenges of daily life.

Download through your app store or visit:

www.smilingmind.com.au



eheadspace



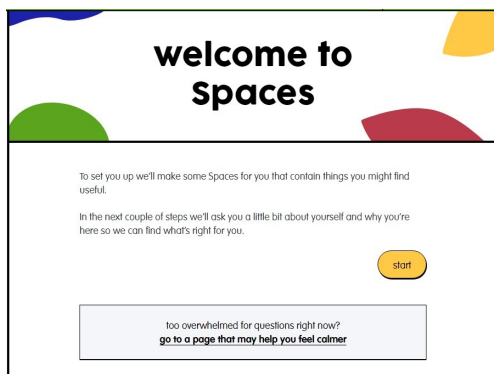
Decks

Decks are bite-sized modules of interactive content that encourage you to actively reflect on your needs, engage in skill building and set meaningful goals to improve mental health. The decks cover the following topics:

- understanding stress
- Staying active
- Sleep deck
- Understanding emotions
- Problem solving

Visit:

<https://headspace.org.au/decks/>



Personal spaces

Personal Spaces is a private space on the headspace website that you can fill with strategies and resources that are helpful for your mental health. It's available 24/7 so you can access information whenever they need.

Community Spaces

Community Spaces is a safe and supportive online community that enables you to connect others, get insights into how others deal with similar situations, and ask questions within peer-moderated spaces chats.

Visit:

<https://headspace.org.au/eheadspace/spaces>



my rights

- Access: I have a right to support
- Safety: I have a right to receive support that is high quality and provided in a way that ensures my safety
- Respect: I have a right to be treated respectfully and with dignity and consideration
- Communication: I have a right to receive information about the services and treatment options available at **headspace** Bendigo in a clear and youth oriented way
- Participation: I have a right to be included in the decisions and choices made about the support I receive
- Privacy: I have a right to privacy and confidentiality of the information I share while receiving support at **headspace** Bendigo *(In certain circumstances, if your communication with us raises safety concerns we will try to contact you to check that you and/or others are safe. If necessary, we may need to pass on your contact information (if you have supplied it) to authorities who can help protect you and/or others, such as a crisis service or the police)*
- Comment: I have a right to provide comment about the support that I receive and to have a response to any concerns that I express
- I have a right to services that focus on the issues that are important to me

my responsibilities

- I will attend appointments and I will make every effort to contact **headspace** if I'm unable to make my appointment
- I will actively adopt the approach and posture of a learner/apprentice when participating in **headspace** services
- I will give all that I can to the process of change and be an active participant
- I will approach **headspace** staff with the respect and dignity I would like to receive
- I will attend appointments when not under the influence of alcohol, drugs or other substances
- I will maintain the privacy and confidentiality of other people who I might see at **headspace**
- I will show respect for the premises and property of **headspace**



what's next?

Following your first appointment at headspace Bendigo, your worker will complete your assessment and present it at our headspace 'allocation meeting' so that we can make sure we link you with the best person to help.

This meeting happens every Thursday morning and in the next few days after this meeting, we will call you to explain what will happen next. If you or your family and friends have any questions in the meantime, please call us on **5406 1400**.





headspace

National Youth Mental Health Foundation

welcome pack

**we're here
for you**





**everyone
is welcome at
headspace**



how we can help

headspace is the National Youth Mental Health Foundation providing mental health services to 12-25 year olds. Each year, headspace helps thousands of young people in communities across Australia access support.

Many things contribute to someone's mental health. That's why, at headspace, we provide information, support and services across four key areas which may affect a young person's health and wellbeing.

Mental health

We can help if you're:

- feeling down, stressed or worried
- experiencing relationship problems or difficulties with your family or friends
- wanting to talk about sexuality or gender identity
- just not feeling yourself, or if you've noticed changes in your thoughts, feelings or behaviour.

Physical and sexual health

Many headspace centres have youth-friendly doctors and nurses who can assist you with:

- any physical health issues
- contraception and sexual health advice.

If your nearest headspace centre doesn't have a doctor or nurse, they can still recommend a youth-friendly doctor in your area.

Work, school and study

We can help if you're:

- struggling at school or work and feeling anxious or stressed
- unsure of what course you want to do
- needing a hand writing a resume
- searching for a job.

Alcohol and other drugs

Alcohol and other drugs can affect things that matter to you, and also to your emotional, physical and mental health. It can impact on your work, your study and the relationships in your life. If you're having a hard time stopping, or cutting back, we can support you with:

- developing a plan to tackle your challenges
- connecting with supports, including professional help like GPs and counsellors
- identifying triggers, and provide you with tools and advice on how to avoid them.

What is good mental health?

Good mental health is a state of wellbeing where you feel able to work and study, feel connected to others, are involved in activities in your community and 'bounce back' when life's changes and challenges come along.

Do you need urgent help?

We are not an emergency service.

If you are hurt, you are worried about someone's safety, or you need immediate support please call 000 (Ambulance, Police, Fire Brigade) or present to your closest emergency department.

If you are having thoughts about suicide, thoughts or urges to self harm, or self harming behaviour, contact the following National 24/7 crisis services:

Lifeline:

13 11 14 or [lifeline.org.au](https://www.lifeline.org.au)

Suicide Call Back Service:

1300 659 467 or [suicidecallbackservice.org.au](https://www.suicidecallbackservice.org.au)

beyondblue:

1300 224 636 or [beyondblue.org.au](https://www.beyondblue.org.au)



which service is right for me?

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

Read more about our website on pages 12 & 13.

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 what might be right for you.



headspace centres

headspace centres provide face-to-face information, support and intervention (where appropriate) to young people aged 12–25 for anything affecting their health and wellbeing.

Support may be offered across any of the headspace four key areas (read about these areas on page 4).

Many headspace services also offer group support/programs in addition to individual support.

To find out about the services that are available or to make an appointment you can call, email or drop into your local headspace centre. You can also ask a friend or family member, health worker or community agency to make an appointment for you.



eheadspace

eheadspace is a national online and phone support service for people aged 12–25, their families and friends. eheadspace is staffed by experienced and qualified youth mental health professionals.

Web-chat and phone support operates from 9am – 1am (AEST), every day of the year. All you need to do to access eheadspace is create an account at headspace.org.au (for web-chat or email support) or call 1800 650 890.



Work and Study

headspace Work and Study is an online and phone support service for people aged 15–25 years who need support with work or study. It is staffed by work and study specialists.

The service operates within business hours, and we will try and find an appointment time that works for you. Work and Study sessions usually take an hour.

To access the Work and Study service, all you need to do is register at headspace.org.au/workandstudy (for web-chat and email) or phone 1800 810 794.

All Work and Study services are free, but if you call from your mobile your usual call charges will apply.



Career Mentoring

Career Mentoring is an online and over the phone service that connects young people aged 18–25 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 Career Mentoring, you can visit headspace.org.au/mentoring

All Career Mentoring services are free. If you're connecting with your mentor by phone, you will be given a toll free number to call.



headspace Telehealth

In regional and rural areas, getting access to expert psychiatrists is difficult. headspace Telehealth addresses this by providing 12-25 year olds in these areas access to highly-skilled psychiatrists via video consultations.

The low cost service ensures young people get high quality mental health care, while continuing their treatment within their local community.



who provides services at headspace?

At headspace, you can meet with a range of workers, including:

- psychologists
- social workers
- occupational therapists
- mental health nurses
- doctors
- psychiatrists
- intake workers
- youth workers
- family workers
- Aboriginal and Torres Strait Islander health workers
- alcohol and other drug workers
- career and education workers
- support workers
- peer support workers
- and other health professionals.

These professionals work together to make it as easy as possible for you and your family to get the help you need.

Each headspace centre caters for their local community, and may not have all of the workers listed here. Make sure to check with your headspace centre about what services they provide. If they don't have the exact service you're looking for, they will be able to help recommend or suggest another service.



How long will an appointment take?

Appointments usually take around 45-50 minutes. Sessions with a doctor might be shorter. You can confirm the length of your appointment when booking.

How much will an appointment cost?

Services at headspace are either free or have a low cost. This will 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 with us.

what might happen if I visit headspace?

at the first visit

Your first visit may be in person, or on the phone.
At the first visit you will:

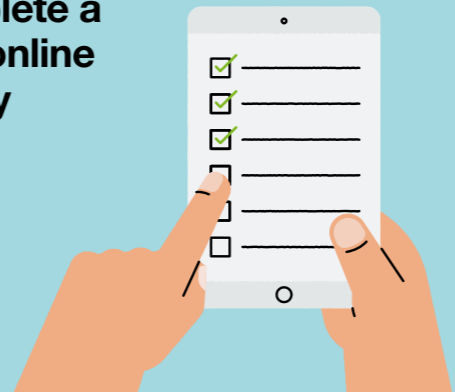
1

Fill in a registration form



2

Complete a brief online survey



3

Talk to a headspace worker



4

Be given the opportunity to:

- share what's been impacting your wellbeing
- talk together about what goals you might want to work on.

If you feel comfortable, family members are encouraged to attend.

after the first visit

If you choose to continue at headspace, together we might work on goals you've identified as important to you. We would work together to plan the next steps which may include:

- 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
- sexual health information and support
- alcohol and other drugs assistance from an Alcohol and other Drug Support 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
- mental health support, such as cognitive behavioural therapy (CBT), problem solving, supportive counselling and group therapy.



We take your confidentiality, privacy and safety seriously. Read more about confidentiality and our duty of care on page 16.

headspace.org.au

free online support, wherever and whenever you need it

As a young person, there are lots of things to think about like school, study, work, relationships, physical and mental health.

In between your sessions, you can also get support for your mental health by creating a headspace account.

headspace offers young people a choice of digital supports to help with mental health and work and study concerns.

Through headspace, you can:

- Manage your own mental health by finding information and resources, and creating your own self-help toolkit
- Join chat groups led by professionals or peers
- Get individual support from headspace professionals

Go to headspace.org.au to create an account.

Develop your self-help skills

There are interactive exercises that allow you to manage your own mental health. These bite-sized activities help you reflect on your own needs, build your everyday skills and set goals to improve your mental health.

Discover tips such as improving your sleep, understanding emotions, getting active or problem-solving, just by doing one of these exercises.

You can also create your own personal space on headspace where you can curate your own personalised content, and have one space to keep all of the information, tips and advice that's relevant to you.

Join the community

Our safe and supportive online community provides a great way to connect with others, and share resources that are helpful to you.

Our regular group chats bring young people together and explore topics that are important to the community. Our peer-led chats are held four nights a week, where you can share tips and experiences with others. There are also chats run by our professional clinicians who explore topics and provide resources, strategies and advice to help build your skills.

Chat privately with professionals

You can chat privately with our professional counsellors over the phone or webchat, seven days a week between 9am – 1am (AEST). It's a safe space if you want some advice, unsure of what help you need or maybe just want to talk things through.

Get support with your Work and Study

You can get support with your work and study goals by speaking with our work and study specialists via webchat, video chat, email or phone, and it's free. We can help you with everything from writing resumes and job applications through to planning course options, practicing interviews and managing your mental health with your work and study.

Visit headspace.org.au/workandstudy to register or call 1800 810 794.

Resources and tips

Want to do your own research? There are heaps of resources available which can be a great starting place to gather information that's relevant to you.

Interested in finding out more? Visit us at headspace.org.au



Your journey, your choice

There are many ways you can get the support you need just from visiting the headspace website and creating an account.



why should I get support?

Research shows that 75 per cent of mental health challenges emerge before the age of 25.

By getting support early, you can reduce your distress, build on your existing strengths and supports, and work towards achieving the goals that are most important to you. You can also reduce the chance of mental health challenges developing into more serious difficulties 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

Committed to inclusive practice

We get that if you’re from a different or diverse background you might find it more difficult to access support for any mental health concerns.

We are committed to inclusive practice. Inclusive practice means that we’re responsive to the needs of, and actively welcoming and accepting of, all young people, irrespective of your culture, language, gender, sexuality, lifestyle, values and beliefs, abilities, appearance or socio-economic differences.

As an inclusive service, we:

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

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.

What are my rights and responsibilities?

It’s important that you know what to expect from us and what your responsibilities are while you’re receiving support.

We’re committed to respecting your rights, and we want to work 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, speak to a headspace worker.

What’s shared decision-making?

We encourage you to be involved in all decisions about our work together. Our 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.

Do I need to provide permission for treatment?

We are a voluntary service. Our 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).

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

How do I get the right support for me?

When you talk with us, it’s important that you feel safe and comfortable. You might prefer to seek support from someone of the same gender, or someone who understands your 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 can be hard to talk about what’s on your mind, or sometimes, it may 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. You can let one of our admin staff know and we’ll take it from there and get back to you.

Should I involve my family and friends?

We believe that your 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 outcomes¹. Wherever possible, we support and create 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 involvement of family and friends at headspace is done with your privacy and confidentiality in mind.

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.



What if English is my 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.

How do you collect my personal information?

To provide you with the best possible support, care and treatment, and continue to improve our service, we collect some information about all of the young people who access our services, 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 that helps us provide services to you. This includes your:

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

We understand that you might not want to answer some of these questions, and that's OK.

At the centre, you will also be asked a few questions on a tablet about your health and wellbeing. To help both us and you 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.

We can only collect this information from you if you give consent.

To help you decide whether you'd like to give this information, our consent form will tell you how we collect, protect and use your information, how you can apply for access to your personal information and 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. It's no problem, and we can chat it through.

How is my personal information kept private and secure?

We're 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 needed.

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.

There are some circumstances where, when directed by the courts (such as in a legal case), confidential material may be required to be released. If this happens we will endeavour to include the young person as much as possible.

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.

Need to know more?

Ask us to explain this to you if you're still unsure.

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 others like you, have the best possible experience.

You and your family 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.

We take all feedback seriously and will do our best to respond to your feedback quickly.

Further information and support

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

National agencies

Agency	Contact details	
Kids Helpline	kidshelpline.com.au 1800 55 1800	
SANE	sane.org 1800 187 263	
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

Further support

If you think your parents or carers could use some support, you can encourage them to visit headspace.org.au or call the Parentline 13 22 89.



seven tips for a healthy headspace

Taking steps to maintain your mental health and wellbeing helps you live your life in a positive and meaningful way, and also supports you to bounce back when times get tough.



1. get into life

Set a goal or task that you want to achieve for the day – it can be something small like making your bed, going for a walk or calling a friend.

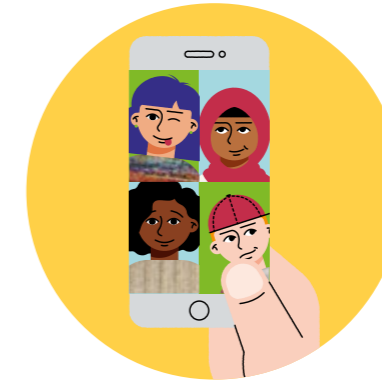
Try some new hobbies and keep doing the things you love as best you can like reading, drawing or exercising.



2. learn skills for a tough time

It might be helpful to learn new coping skills to maintain and improve wellbeing.

Try journaling thoughts and feelings, practise some breathing exercises, explore mental health apps or websites, create a new routine, or take a digital detox.



3. create connections

Feeling connected to others is an essential part of being human. Spending time with friends, family and people in your community can really strengthen your mental health and wellbeing.

Planning a catch-up with friends, joining a club, or participating in a team sport or safe online community can help you feel connected and meet new people.



4. eat well

Minimise unhealthy snacks. It's good to develop coping strategies that are not related to food.

Be sure to nourish your body with things like: fruits and veggies, foods high in fibre, fermented foods like unsweetened yoghurt, olive oil, and fish.

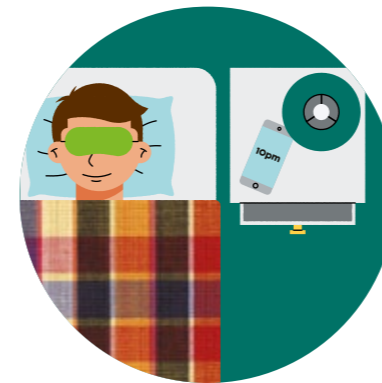


5. stay active

Staying active can help you sleep better, manage stress and boost your mood.

Make time to take a break from study or work to do some exercise, whether it's going to the gym, kicking a ball around with a friend or just going for a walk.

Start small, and make sure it's something you enjoy.



6. get enough sleep

Try to stick with a sleep routine.

Go to bed and wake up at the same time as much as possible and aim for at least eight hours of sleep a night.

Switch off from electronics 30-60 mins before bed.



7. cut back on alcohol and other drugs

Be mindful of your use of alcohol and other drugs.

Try a short break – start with a few days and then try a week, consider alternatives like herbal tea, water or a smoothie, and find new activities to keep you engaged.



headspace services operate across Australia, in metro, regional and rural areas, supporting young Australians and their families to be mentally healthy and engaged in their communities.



headspace would like to acknowledge Aboriginal and Torres Strait Islander peoples as Australia's First People and Traditional Custodians. We value their cultures, identities, and continuing connection to country, waters, kin and community. We pay our respects to Elders past and present and are committed to making a positive contribution to the wellbeing of Aboriginal and Torres Strait Islander young people, by providing services that are welcoming, safe, culturally appropriate and inclusive.



headspace is committed to embracing diversity and eliminating all forms of discrimination in the provision of health services. headspace welcomes all people irrespective of ethnicity, lifestyle choice, faith, sexual orientation and gender identity.

For more details about headspace visit [headspace.org.au](https://www.headspace.org.au)

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

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 Junction, headspace Queanbeyan, headspace Redcliffe, headspace Swan Hill, headspace Taringa, headspace Adelaide, headspace Newcastle, headspace Albany, headspace Knox and headspace Berri.