



welcome to headspace Darwin

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Mon & Fri 9am-5pm, Tue to Thur 9am-7pm

headspace Darwin is operated by Anglicare NT and funded by the Northern Territory Primary Health Network (NT PHN), an Australian Government Initiative.

headspace.org.au/darwin
eheadspace.org.au



Everyone is welcome at headspace



what's in this booklet?

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why it's good to get support

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

headspace can help if you're:

- feeling down
- stressed or worried more than usual
- having trouble with your relationship, family or friends
- wanting to talk about sexuality or gender identity
- just not feeling yourself or you've noticed you're thinking, feeling or acting differently

headspace Darwin acknowledges and celebrates the Larrakia people as the Traditional Custodians of this country and we pay our respects to Elders, past and present.

headspace Darwin

headspace Darwin is a free and confidential service that can help young people aged 12 to 25 with their mental health and wellbeing.

We provide assistance in four key areas:

- mental health
- physical and sexual health
- alcohol and other drugs (AOD)
- vocational and education support

headspace Darwin includes headspace Primary, Early Psychosis and Enhanced Care. Our services are welcoming and inclusive, regardless of race, cultural background, religion, sexual orientation, gender or disability.



do you need urgent help?

headspace Darwin is not a crisis service. If you, or someone you are with, are hurt or need immediate support, please call 000 (Ambulance, Police, Fire Brigade).

If you feel like you might act on any thoughts or plans to harm yourself, contact:

Lifeline: 13 11 14

- for people of all ages
- 24/7 telephone support
- online web chat nightly with a counsellor

NT Mental Health Line: 1800 682 288

- 24/7 urgent assistance for people experiencing a mental health crisis or who need advice or support

Suicide Call Back Service: 1300 659 467

- for people aged 15 years or over
- 24/7 telephone, video or online counselling with a mental health worker

If you're experiencing more severe difficulties, you may be eligible for specialist clinical mental health services. For more information, see the back page of this booklet.



getting support

There are many ways to access information and support about your mental health and wellbeing. You're in charge and can choose the way that suits you best.

online & phone services

- eheadspace provides free online and telephone support to young people aged 12 - 25 and their families and friends. It's a confidential, free and safe space to talk about what's going on.
- speak 1-on-1 with an eheadspace clinician via online chat, email or over the phone.
- eheadspace is open 9am – 1am (AEST) 7 days a week.
- group chats are also available and allow you to connect with other people like you. Led by a headspace professional, group chats explore a range of helpful topics.
- visit eheadspace.org.au or phone 1800 650 890.
- online support includes Digital Work & Study and headspace Telepsychiatry. Visit headspace.org.au

information & resources

- the headspace 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 you when you're going through a tough time. Visit headspace.org.au
- there are also printed resources on a range of topics available at the headspace hub.

headspace centres

- headspace centres are here for you. Whether you need information or someone to talk to – we'll set you up with expert support.
- you can make an appointment at headspace Darwin in person or by phone or email. Family or friends can also make an appointment on your behalf, provided you give them consent to make the appointment.
- support is also available for family and friends.

how long will an appointment take?

Appointments are usually between 50 to 60 minutes. Sessions with a doctor may be shorter.

how much will an appointment cost?

Services at headspace Darwin are free. You may need a Medicare Card to access 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) or an Access to Allied Psychological Services (ATAPS) MHCP.



who provides services at our centre

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

- psychologists
- social workers
- social and emotional wellbeing workers
- Aboriginal wellbeing worker
- occupational therapists
- mental health nurses
- doctors
- psychiatrists
- alcohol and other drug workers
- family mentors
- sexual health nurse and counsellor
- clinical nutritionists
- vocational workers
- peer support workers

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

english as a second language

Our services are provided in English, however, we regularly use interpreter services to ensure that all young people and their families can access support at headspace. 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.

A range of flyers, translated into over 20 different languages, are available at our centre to help culturally and linguistically diverse young people and their families understand our services.

For more information, please speak to a headspace worker or visit Mental Health in Multicultural Australia at mhima.org.au

information for young people

visiting headspace for the first time

During your first visit we'll aim to get to know you a little better. It's all about setting you up and connecting you with the best support. Here's what you can expect:



Fill in a
registration
form

Complete a
brief survey
on an iPad

See a
headspace
worker

You'll be given the opportunity to:

- tell us why you're seeking support
- meet our friendly staff
- share what's been impacting your wellbeing



getting the right support

When you talk with a headspace worker, it's important that you feel safe and comfortable. Some people prefer to seek support from someone of the same gender, or someone who understands their cultural background. We'll do our best to make sure this happens.

If you don't think your headspace sessions are working out, there could be a few reasons. It might be because it is hard to talk through certain issues, or it might be that you and your worker are not the right fit.

Whatever the reason, don't give up. You have the right to work with someone you connect with. If you feel comfortable, you can talk with your worker about how you are feeling and together you can find a way forward. If you don't feel

comfortable talking to your worker about this, that's OK. All you need to do is let us know through our admin staff. We'll take it from there and get back to you.

involving family and friends

We believe that family and friends play an important role in your path to better wellbeing. We understand that there may be many different types of family and friends that are important in your life.

Wherever possible, we advocate for and provide meaningful opportunities for your family and friends to directly participate in our services, in ways that you are comfortable with, and that are likely to be beneficial to your wellbeing.

All family and friend involvement at headspace is respectful of your privacy and confidentiality.



keeping a healthy headspace

Good mental health and wellbeing allows you to live your life in a positive and meaningful way and cope with life's changes and challenges.

There are a number of ways you can look after your mental health and wellbeing every day.

Here are a few ideas:

- eat well and drink plenty of water
- get enough sleep
- unplug your phone, television or computer
- stay active
- engage in a hobby
- stay connected to others
- cut back on alcohol and other drugs

what's on at the centre

At headspace Darwin, we offer a range of options for you to access information and supports including groups, information sessions and therapy programs.

Our functional recovery programs cover the following areas:

- social and leisure
- work and education
- creative expression
- family and friends
- personal development / wellbeing

We also run a LGBTIQ+ group called Prism, which is a safe place for same sex attracted and gender diverse young people aged 12 - 25 years to socialise and connect with other young people in the LGBTIQ+ community.

Our groups are run by headspace workers with assistance from Family Mentors and Peer Support Workers. Groups run during school terms, however, special programs may also be offered during school holidays.

your participation

We believe that your involvement is key to our ability to provide the best services possible.

Our youth reference groups offer meaningful opportunities for you to get involved with our centre and the local community.

If you are passionate about mental health and wellbeing and creating support services that best meet the needs of young people, we encourage you to join a youth reference group.

You will have the opportunity to get involved in a number of ways – like providing input into our services, programs and resources or planning and helping out at community events.

For more information about these groups or to get involved, speak to a headspace worker.





our commitment to inclusive practice

headspace is committed to embracing diversity and eliminating all forms of discrimination in the provision of health services.

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

information for family and friends

can family and friends get involved?

headspace is an inclusive service that encourages support from family and friends.

We know from research that involving family and friends in a young person's care helps improve health outcomes, so wherever possible, we seek to provide meaningful opportunities for family and friends to participate.

How family and friends can be involved in supporting a young person will depend on many things including the young person's age, life experience and how they feel about the involvement.

All family and friend involvement at headspace is respectful of a young person's privacy and confidentiality.

can family or friends access headspace on behalf of a young person?

Family or friends can make an appointment on behalf of a young person, if the young person consents to the appointment.

If a young person is not yet ready to access headspace services, family or friends are welcome to contact headspace Darwin to learn how we can help and what resources are available. We are able to provide advice on how to care for a young person experiencing a mental health difficulty and how to help them engage in services.

Support for family and friends can be provided at a scheduled appointment or offered over the phone.

how can I contribute

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.

how to access medical records

Requests for medical records need to be made in writing and a consent form will need to be completed by the young person.

You should hear back from us within 7 days regarding your request. However, receiving the information itself can take up to 45 days, depending on the information requested.

how can I support a young person between appointments?

It's important that young people feel supported by their family and friends, especially when wait times for appointments may vary.

Some ways you can provide support:

- 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 their friendships
- encourage activities that promote mental health such as exercise, healthy 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



what does headspace Darwin offer for family and friends?

At headspace Darwin, we know that young people need support from family and friends. To help family or friends address any needs, we offer Single Session Family Consultation (SSFC). SSFC provides a safe and professionally-facilitated environment for family members or friends to discuss and work on issues affecting them.

headspace has a range of online information that provides great ideas for family and friends. You can also contact eheadspace to speak with a family worker or mental health clinician at [ehespace.org.au](https://www.headspace.org.au)

family and friends connection group

Our Family Connections Group is another way family and friends can connect. The group provides information, education and support for families and carers who often play an essential role in recovery for young people. It creates an opportunity to share stories and experiences and learn from other families and carers in a safe environment.

The Family Connections Group meets monthly and is open to all family and friends who care for a young person experiencing mental health concerns.

parenting programs

headspace offers the 6-week Tuning into Teens program regularly through the year. Tuning into Teens provides parents with a greater understanding of their teenager's emotional experiences while teaching specific skills that can assist in being supportive, emphatic and staying connected with the young person. Speak with a headspace Darwin staff member for more information.

additional supports and services for family and friends

Parentline NT/QLD

1300 301 300

Free counselling and support for parents and carers in the NT and Queensland.
Support 7 days a week 8am – 10pm

FACES Family Support Line NT

1800 999 900

Parenting support helpline for parents, carers and families.
Free call available
Mon to Fri 8am – 8pm

Raising Children

raisingchildren.net.au

Reliable and evidence-based info/resources to support parents in raising children.

family and carer's rights and responsibilities

headspace Darwin acknowledges that the families, carers and friends of young people play an important role in health and wellbeing of their young people.

In the Northern Territory, the legislation supports the engagement of carers and the provision of information to them unless the young person says that they do not want this to happen and their worker believes that it is not in their best interests to do so.

However, as a family member or carer you can still access information about mental illness, how to respond to disturbing behaviours, how to access practical assistance and general advice about how to assist and get support as family/friends of a young person with mental health concerns.

You have the right to:

- be treated with respect, dignity and consideration.
- have your privacy and confidentiality respected.
- receive comprehensive information, education, training and support to assist you to provide care and support.
- seek further opinions regarding the diagnosis and care of the young person.
- give information to headspace staff to assist in assessment, treatment and discharge planning.
- as far as practicable, be consulted and involved in the young person's treatment and care.
- participate in the service and quality improvement activities of headspace Darwin as appropriate.

Your responsibilities include:

- respecting the humanity of the person who has a mental health concern.
- acting in a respectful manner towards staff and other clients who attend the organisation.
- respecting the right of the health care worker to conduct an interview with the young person or you in a non-threatening manner.
- being considerate of the property of other people and of headspace Darwin.
- providing information concerning family relationships and any matters relating to the mental state of the young person to health service providers; ensuring the information you provide is accurate and to the best of your ability and knowledge.
- to actively seek health care information and ask someone if you have not understood anything you have been told.
- consider the opinions of professional and other staff and recognise their skills in providing care and treatment for the person experiencing mental health concerns.
- cooperating as far as possible with reasonable programs of care and treatment aimed at assisting the young person to achieve their goals.
- advise of any change in your personal contact details.
- accept that health care workers are bound by NT law to report any suspected domestic or family violence or child abuse or neglect.

young person's rights and responsibilities

It is important you know what to expect from headspace and what your responsibilities are while you're receiving support. We're committed to respecting your rights, and we want to work with you to make sure you receive all the support you need to achieve your goals.

You have the right to:

- be treated with respect, dignity and consideration.
- be treated by experienced and skilled health workers; and to know their name and qualifications.
- be informed about services available, how they operate and any related rules or regulations.
- have someone speak on your behalf if you choose.
- ask for and be given a clear explanation about your emotional or mental health concerns and plans for care and treatment.
- be involved in the decision-making about your care, treatment and discharge planning.
- ask for a second opinion, subject to available resources.
- access services that support you to live, work and participate in the community to the full extent of your capabilities.
- request access to your own headspace medical records. Please note, receipt of information can take up to 45 days, depending on the information requested.
- expect that only those involved in your treatment have access to your personal information. This may include your GP or other service providers with your consent.

- have your family/carer/friend involved in your care. You are encouraged to nominate the person you would like to be your 'primary carer' or exclude any person who you don't want to receive information about your care and treatment, subject to some conditions.
- timely and high-quality treatment appropriate to your age, gender, religion, language and cultural background.

Your responsibilities include:

- to act in a respectful manner towards staff and other young people.
- ensure the information you provide is accurate to the best of your ability and knowledge.
- to ask someone if you have not understood something.
- to participate as far as possible in reasonable treatment options.
- to notify headspace if you are not able to keep an appointment or if your personal contact details change.
- not to attend appointments under the influence of alcohol or other substances.
- to acknowledge responsibility for the consequences of your decisions to accept or reject advice.
- to understand health care workers are bound by law to keep accurate written records of interviews and to report any suspected family or domestic violence.

information privacy and security

headspace is committed to protecting your privacy. The Privacy Policy sets out how we collect and manage personal information and the steps we take to protect it. You can download a copy of the headspace Privacy Policy at headspace.org.au/privacy-policy/

our duty of care

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. Where possible we will work with you openly, letting you know if our concerns reach the point where we need to involve other services.



feedback

We appreciate all feedback (compliments, suggestions and complaints) about the services and care we provide to you.

This feedback is used to make sure that you, and other young people accessing our services, have the best possible experience at our centre.

You can provide feedback about your service experience:

- in person at our centre
- on an iPad at our centre
- by phone
- on our headspace Darwin webpage

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

Our contact details can be found on the front cover of this booklet.

further information and support

The following agencies can also help with information and support.

national agencies

eheadspace

eheadspace.org.au

1800 650 890

Free online and telephone support and counselling to young people aged 12 - 25 and their families and friends

9am – 1am (AEST), every day

Black Dog Institute

blackdoginstitute.org.au

Information about supporting someone with depression or bipolar disorder

QLife

qlife.org.au

1800 184 527

Online chat and phone counselling for lesbian, gay, bisexual, transsexual and intersex (LGBTI) young people
3pm - midnight, every day

ReachOut

reachout.com

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

Sane Australia

sane.org

1800 18 (SANE) 7263

Information about helping someone experiencing a mental health crisis
Online chat and phone support
weekdays 10am - 10pm (AEST)

Youthbeyondblue

youthbeyondblue.com

1300 224 636

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

northern territory agencies

Anglicare NT

anglicare-nt.org.au

08 8985 0000

Youth services, accommodation support, emergency relief and more

Carers NT

carersnt.asn.au

1800 242 636

Support, education, advocacy and respite for carers and families and friends

DAISY - Alcohol and Other Drugs

catholiccarent.org.au

08 8944 2000

Supports young people affected by drugs and alcohol and their families

Danila Dilba

ddhs.org.au

08 8942 5400

Primary health care and community services for Aboriginal and Torres Strait Islander peoples

Mental Illness Fellowship Northern Territory

mifant.org.au

08 8948 1051

Provides services for people living with a mental illness and their carers and families

NT Mental Health Line

1800 682 288

24/7 urgent assistance for people experiencing a mental health crisis or who need mental health advice or support