



headspace  
Parramatta

# 2020 Information Pack



## headspace Parramatta

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[headspace.org.au/headspace-centres/parramatta](https://headspace.org.au/headspace-centres/parramatta)

### Opening Hours:

Monday	9am-5pm
Tuesday	9am-5pm
Wednesday	9am-5pm
Thursday	9am-8pm
Friday	9am-5pm
Saturday and Sunday	Closed

## [headspace.org.au](https://headspace.org.au)

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

**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.



# 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 and Wellbeing



- **headspace** can help if you're feeling down, stressed or worried a lot of the time, want to talk about relationships, sexuality or gender identity, or having difficulties with your family or friends.
- **headspace** can also offer support if you're just not feeling yourself, or if you've noticed changes in your thoughts, feelings or behaviour.

## Physical and Sexual Health

- Our **headspace** centre has a youth-friendly doctor who can help you with any physical health issues.
- They can also help you with issues related to contraception, sexual health, drug or alcohol use, relationship problems or feeling down or upset.
- If your nearest headspace centre doesn't have a doctor or nurse, they can recommend a youth-friendly doctor in your area.



## Work, School and Study



- **headspace** can help if you're struggling at school, unsure of what course you want to do, need a hand writing a resume, or if you're looking for work.
- **headspace** can also help with the challenges that can come about if you're struggling with school or work – like anxiety, depression or stress.

## Alcohol and Other Drugs (AOD)

- If AOD are starting to affect things that matter to you (like your mental health, wellbeing or relationships) or if you're having a hard time cutting down on AOD, **headspace** can help you get things on back on track.



# How headspace can help

We have lots of resources on our website ([headspace.org.au](https://headspace.org.au)) to help you take care of your health and wellbeing.

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 which one might be right for you.

## eheadspace

- > Our national online and phone support service for people aged 12-25, and their families and friends. It is staffed by experienced youth mental health professionals.
- > Web chat and phone support operates from 9am to 1am AEST, 365 days of the year. You can email **eheadspace** anytime and we aim to respond within 48 hours.
- > eheadspace holds anonymous group chats on different topics like sleep issues, self-harm, helping out a friend and more.
- > To access **eheadspace**, all you need to do is register at **eheadspace.org.au** (for webchat or email support) or phone 1800 650 890.
- > All **eheadspace** services are free but if you call from your mobile your usual call charges apply.

## headspace centres

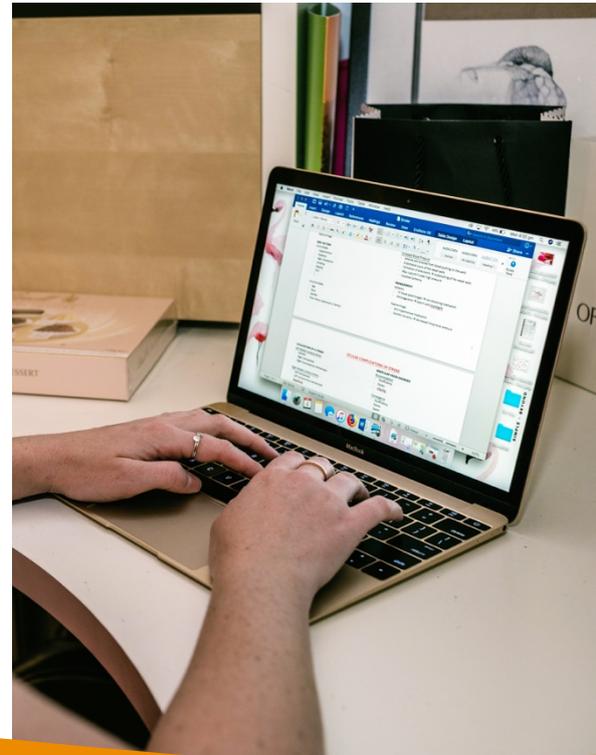
- > **headspace** centres provide face-to-face information, a range of support options and short-term treatment (where appropriate) to young people aged 12-25 for anything affecting their health and wellbeing.
- > Our centre offers access to telehealth service, some others early psychosis program that provides care for young people who are at high risk of, or are experiencing a first episode of psychosis. For more information and to check if these services are available at our centre, please contact us.
- > To make an appointment, visit, call or email us to find a time that suits. You can also ask a friend or family member, health worker or community agency to make an appointment for you.

## Digital Work and Study Service

- > Our online and phone support service for people aged 15-24 years who need support with their work or study. It is staffed by digital work and study specialists.
- > Web chat, video conferencing, email and phone support is available during these times:

Monday	9am to 5pm AEST
Tuesday to Wednesday	9am to 9pm AEST
Thursday to Sunday	9am to 5pm AEST

- > Digital Work and Study sessions usually take 60 minutes.
- > To access the Digital Work and Study Service, all you need to do is register at [headspace.org.au/young-people/digital-work-and-study-program](https://headspace.org.au/young-people/digital-work-and-study-program) (for webchat and email) or phone 1800 810 794.
- > All Digital Work and Study services are free but if you call from your mobile your usual call charges apply.



## Please note

headspace provides time-limited services for mild to moderate difficulties. Please note that we are not a crisis support service.

If you need immediate support or medical assistance, please contact:

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

If you are experiencing more severe difficulties, you may be eligible for specialist clinical mental health services.

For contact details, see further information and support section.



## Who provides services at a headspace centre?

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

- psychologists
- social workers
- counsellors
- occupational therapists
- mental health nurses
- doctors
- psychiatrists
- alcohol and other drug workers
- vocational workers
- peer workers

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

## How long will an appointment take?

Your first appointment will take approximately 90 minutes. Other appointments usually take 50 to 60 minutes. Sessions with a doctor may be shorter.

## How much will an appointment cost?

Services at our centre are free or low cost. This can 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 to your clinician.

# What happens when you visit headspace?

## At the first visit

1. Check in at reception



2. Complete a brief survey on iPad



3. See a headspace clinician



You'll be given the opportunity to:

- tell us why your seeking support,
- share what's been impacting your wellbeing,
- if you feel comfortable, family members are welcome to attend.
- If you'd like to know more about the sorts of things we might ask, visit [headspace.org.au/health-professionals/psychosocial-assessment-interview/](https://headspace.org.au/health-professionals/psychosocial-assessment-interview/)

## After the first visit

If you choose to continue with **headspace**, you will work on your goals with your headspace clinician, such as:

- > mental health support such as cognitive behavioural therapy (CBT), problem solving, and supportive counselling
- > access to a doctor and/or psychiatrist for physical or mental health difficulties
- > study and/or vocational assistance with a work and study specialist
- > AOD assistance from an AOD clinician
- > 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.





## 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.



## Your rights and responsibilities

It's important that 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 together 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, pick up a copy of our *Young People's Rights and Responsibilities* pamphlet or speak to a **headspace** staff member.

## Our position on shared decision-making

At **headspace**, we encourage you to be involved in all decisions about our work together. Our staff 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.

## Consent for treatment

We are a voluntary service. Our clinicians 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 15)

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



## English as a 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** clinician during a session.

For more information, please speak to a **headspace** staff member or visit Mental Health in Multicultural Australia at [mhima.org.au](http://mhima.org.au).

## Involving family and friends

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** staff member.



## Collection of personal information

To provide you 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 you access our service, we will ask you to provide us with some personal information about yourself. We may also ask you 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 about you that is helpful for us to provide services to you.

This includes your:

- > 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 background
- > highest level of education

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

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

You can have access to this information throughout your time at **headspace** – it's a great way to help you track your progress.

Your clinician 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 choose to provide this information, you'll be given a consent form that sets out:

- > how we collect, protect and use your information
- > how you can apply for access to your personal information
- > 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. We are happy to discuss this with you when you attend.

## Information privacy and security

**headspace** is 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 required for the purpose that we collected it.

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](https://headspace.org.au/privacy-policy) or speak to a **headspace** staff member.

## Confidentiality and our duty of care

When you talk to a headspace worker, nothing you say can be passed on to anyone else without your permission unless you are:

1. at risk of harming yourself or someone else,
2. at risk of being harmed by others or
3. have committed a serious crime.

This is because we have a duty of care to try to keep everyone safe. 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** staff member.





## Self-care tips

At headspace we encourage self-care. When you've got a lot going on, it's important to take care of yourself. There are a number of ways you can look after your mental health and wellbeing every day. Here are a few ideas:

1. Get enough sleep
2. Do stuff that's fun and important to you
3. Stay connected and build relationships
4. Eat well
5. Stay active
6. Learn some skills to help you handle tough times
7. Cut back on alcohol and other drugs

## 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.



“As soon as I sought help, I suddenly realised that my anxiety was very treatable and that I wasn't alone.”  
– Charlie



## Why it's a good idea to get support

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

**“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 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**



## 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 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 your feedback quickly.



## Further information and support

### Important contacts

#### Mental Health Access Line:

1800 011 511

- > 24-hour mental health phone support.

#### Lifeline Australia

13 11 14

- > 24-hour crisis support and suicide prevention service.

#### Suicide Call Back Service

1300 659 467

- > 24-hour phone and web service that provides counselling to people who are affected by suicide.

#### Kids Helpline

1800 551 800

- > Phone and online counselling for 5-25 year old.

#### Aftercare

1300 001 907

- > Support for individuals, families and carers.

#### Parentline

1300 301 300

- > Telephone counselling, information and referral service for parents of children aged 1 to 18 who live in NSW.

#### Alcohol and Drug Information Service

1800 422 599

- > Support and referral around drug and alcohol.

#### Family Referral Service

1800 663 863

- > Support for families to find the right services.

### National agencies

#### beyondblue

beyondblue.org.au

1300 224 636

- > Information, online chat, email & 24/7 phone support.

#### Black Dog Institute

blackdoginstitute.org.au

- > Mental health information.

#### Carers Australia

carersaustralia.com.au

- > Carer counselling, advice, advocacy, education and training.

#### QLife

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 Australia

reachout.com

- > Information about supporting young people with mental health concerns.

#### Sane Australia

sane.org

1800 18 (SANE) 7263

- > Information about helping someone experiencing a mental health crisis.
- > Online chat and phone support.

