



welcome pack young person



headspace Whyalla

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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.

Contents

Welcome to headspace

What is headspace?

Mental health difficulties and young people

Common myths and facts about mental health difficulties

How headspace can help

Vocational support for young people

What happens when a young person visits headspace Whyalla ?

How much will an appointment cost?

How long will an appointment take?

Can family or a friend make a referral on behalf of me?

Consent and confidentiality

Diversity Statement, Opening hours

Your rights, We value your privacy

How can you help ?

Are you safe? Our duty of care

How Can you access headspace Whyalla services?

Tips for telehealth

Self-care, Further information and support

English as a second language

Medicare Card

headspace Whyalla team

Referral Form



Welcome to headspace Whyalla

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, god-parents, adoptive
parents, other family members

Significant others:

friends, teachers,
mentors, kinship relations,
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 people¹. Wherever possible, we advocate for and provide meaningful opportunities for family and friends to directly participate in our services.

All family and friends involvement at headspace is respectful of the privacy and confidentiality of young people.

This pack will introduce you to our service and where you can find further information and support for you and how your friends and family can help support you if you choose to have them involved in your journey.



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



Alcohol
&
other drugs



Physical
&
Sexual Health



Work & Study

headspace is a good place to seek help if you:

- need help with any type of health issue
- are having difficulty with something in your life
- feel sad, anxious, worried or worthless
- are concerned about your use of alcohol and/or drugs
- are worried about a friend or family member
- need advice about work or study
- need to discuss relationships, sexuality or their sexual health.

We keep young people at the heart of our services

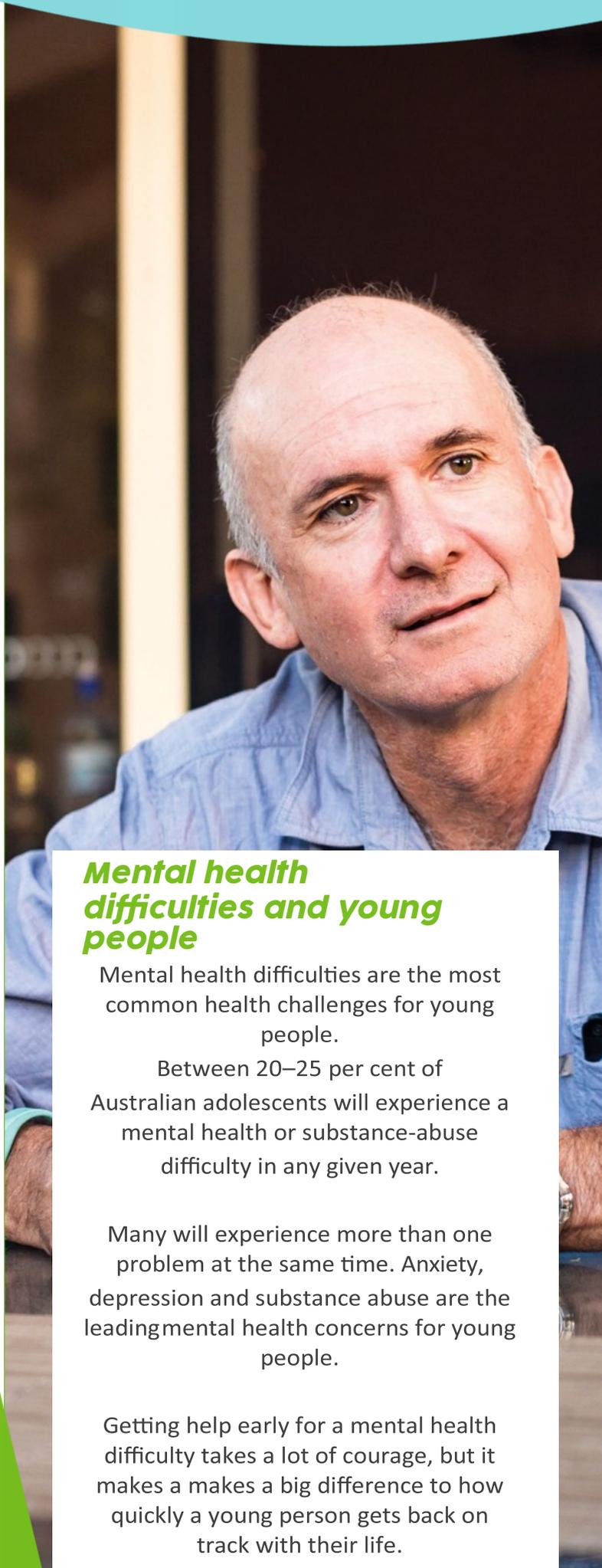
Mental health difficulties and young people

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

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 you can be accessed through:

headspace Whyalla

Our centre can provide you with access to a range of health workers who have specific expertise in working with and alcohol, how to get help young people – including doctors, psychologists, social workers, alcohol and drug workers, counsellors and vocational workers You can make an appointment at our centre in person or by phone or email. Family or friends can also make an appointment on your behalf, if you consent to the appointment.



eheadspace

eheadspace is our national online and telephone support service. It is staffed by experienced youth and mental health professionals You can get in contact with eheadspace and access a range of information and support as well as short-term treatment, where appropriate. You can get in contact with eheadspace and access a range of information and support as well as short-term treatment, where appropriate. eheadspace is available from 8.30am until 12.30am, 7 days per week.



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 you going through a tough time.

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

Please note:

headspace provides services for mild to moderate difficulties.

It is not an emergency service.

If you need immediate support or medical assistance contact:

Emergency Services 000

Lifeline 13 11 14

Kids Helpline 1800 55 1800



Vocational support for young people.

We have friendly Vocational Specialists based at our centre who will work closely with you and your mental health worker towards your employment goals. The vocational specialists can assist with developing a tailored résumé & cover letter, interview preparation, and follow-along support once you get a job.

How I can get involved?

To find out more about vocational support talk to your counsellor at the centre or drop in and ask about how headspace can help you get into work. They can arrange a meet and greet with our Vocational Specialists. If you choose to participate in the program, an initial appointment will be arranged so you can start a vocational profile and job search activities.

headspace can help with resumes, applications, interview preparation, getting a Tax File Number, cold canvassing your resume and the job market.



What happens when a young person visits headspace?

At your first visit

The first time you visit headspace

Whyalla you will:

Fill in a referral form

See a headspace worker

Complete a brief survey on iPad

You will be asked:

To talk about your wellbeing and what you want help with.

Complete a consent form.

If the you feel comfortable, family members are welcome to attend.

After the first visit

If you choose to continue at headspace Whyalla you will:

Brief intervention and problem solving with a qualified counsellor.

Early intervention and supportive counselling with one of our clinical team.

Refer to a doctor for physical or mental health difficulties.

Alcohol and drug assistance from a qualified Mental Health Clinician.

Have access to a Psychiatric Assessment via headspace's own National telehealth Service.

How much will an appointment cost?

All services at headspace Whyalla are FREE.

How long will an appointment take?

Your first appointment will usually last about an hour and a half.

Any follow up appointments will be an hour.



Can a friend or family member make a referral on my behalf?

We would encourage you to make contact with us and discuss ways we might be able to help and support you but if you don't feel up to it just yet, you can get a friend or family member to contact us on your behalf. Once we receive a referral for you, from a friend, family member or other service provider, we will phone you to make an appointment, or offer support over the phone.

Before your friend or family member makes contact with us, it is a good idea to talk with you about it first.



Consent and confidentiality

Consent

headspace is a voluntary service. Health workers can only provide treatment to you if you give consent. This is something we will ask you when you come in.

If you are under 16:

A parent or legal guardian is the appropriate person to give consent to access our service. In some cases you can consent to treatment without parental permission.

If you are over 16:

We will work with you to involve your family and friends in ways that you are comfortable with, and that are likely to be beneficial to your well-being.



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

Confidentiality

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

Are at risk of harming yourself or someone else
Are at risk of being harmed by others
have 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.



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.

Opening Hours

Monday	9am to 5pm
Tuesday	9am to 5pm
Wednesday	9am to 5pm
Thursday	9am to 6pm
Friday	9am to 5pm

Your rights

headspace Whyalla welcomes all young people to receive high quality care and support.

At headspace Whyalla you have a right to:

Access:

a right to healthcare

Safety:

a right to safe and quality care

Respect:

a right to be shown respect, dignity and consideration

Communication:

a right to be informed about the services, your treatment options and a right to seek a second opinion

Participation:

a right to be included in decisions and choices about your care

Privacy:

a right to privacy and confidentiality of the information you provide us.

Comment:

a right to comment on your quality of care and have any concerns addressed.

Connect:

a right to work with someone you connect with. If you don't think your sessions are working out, talk with your worker about it or let us know through our admin staff.

how can you help?

Behaving in a respectful manner towards staff and other clients will help us serve you better.

Be open and honest with staff about your personal and medical history so we can best support you.

Be active in your own treatment and planning.

Keep appointments or advise us if you cannot attend. If you miss two appointments without a legitimate reason, your commitment will be questioned and your file may be closed.

Let us know if you don't understand something, or need extra help.

Let us know if you are not feeling comfortable or if you would like to register a complaint.

Give us feedback on the service we are providing as we appreciate all suggestions.



We value your privacy

If you do not want to tell us some, or all of your details on the referral form then you have the right to refuse. Any information you give us is completely voluntary. Your information is stored securely by Country and Outback Health

Your personal information is confidential and only information relating to your treatment is recorded on your case file.

Information about your situations may be discussed at meetings by qualified health professionals but all personal information is removed to protect your privacy.

Are you safe? Our duty of care

There are certain situations in which staff may need to talk to someone about you, without your permission. Staff are legally required to report the following to the relevant authorities:

Suspected abuse or neglect of young people under 18 years old.

A threat to your life or the life of someone else including use and/or possession of a firearm.

Missing persons.

If we become aware you have committed a major crime which hasn't been reported.

Notifiable diseases such as STI's (sexually transmitted infections).

In these cases we'll provide only necessary information to support people & services that can protect you &/or others (eg a parent, a crisis service, the police).

Where possible, we will let you know if we need to involve others.

How can you access headspace Whyalla services?

headspace Whyalla offers face to face, online and phone counselling (telehealth). Using online and telephone sessions can feel a bit weird if you are used to seeing your counsellor face to face.

Here are some practical tips so you can set up a safe space to talk.

If possible, close a door between you and others, and keep away from busy areas of the house.

Find a spot that's comfortable and where you can sit and relax.

These conversations can bring up lots of emotions – have access to the things you may need like water to drink and tissues.

Check the lighting in your space and avoid sitting in the dark. Natural light is best, but you might want to consider a lamp or other light to keep the space bright.

Remove distractions as best you can. You might want to keep your iPad/computer handy as your counsellor may ask you to check out some online resources during your session

Be aware of what your camera is showing. You might not be comfortable with what is visible in a video call. (Maybe have a practice with a friend to see).

Dress in comfortable but appropriate clothes, remember your counsellor will be seeing you.

Self-care

At headspace Whyalla we encourage self-care, so you must remember to be kind to yourself. Maintaining your own health and wellbeing enables you to best take care of yourself while waiting for your appointment and as part of your daily routine.

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
- Practice gratitude – notice those things in life you are grateful for
- Check in with your emotions in a space where you feel comfortable.



Further information and support

The headspace Whyalla Youth Reference Group
12-25yr olds meeting weekly to plan and run events for young people and the Community.

Phone or call into headspace Whyalla for an application to join our Reference Group.
For further information on how your friends and family can support you, visit:

[headspace.org.au/friends and family](https://headspace.org.au/friends-and-family)

English as a second language?

headspace services are provided in English.

In some cases interpreters can be arranged in advance to support the you or your 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.



Do you have a Medicare Card?

You do not need a medicare card to access our service but If you don't have one or would like to apply for your own card visit;

[www.humanservices.gov.au/customer/services/medicare/medicare card](https://www.humanservices.gov.au/customer/services/medicare/medicare-card)



Rachel
Assistant Manager



Anthony
Vocational Support



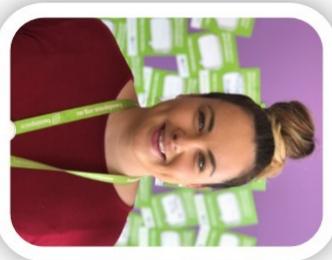
Sinead
Coordinator



Diana
Clinician



Jordy
Clinician



Courtney
Community Engagement



Carmel
Admin Officer



Paige
Intake & Engagement



Kirsty
YGCC (Complex Care)

If you need further professional support the following agencies also provide information and support to family and friends caring for young people.

National agencies

beyondblue

beyondblue.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

Information about supporting someone with depression or bipolar disorder

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 (LGBTIQQ)

Online chat & phone support

Reachout

reachout.com

Information about supporting young people with mental health difficulties

Sane Australia

sane.org

1800 18 (SANE) 7263

Information about helping someone experiencing a mental health crisis

State agencies

Lifeline

13 11 14

Rural & Remote Mental Health Triage

13 14 65

Kids Helpline

1800 551 800

Child & Adolescent Mental Health Service

1800 819 089



Finding e-Mental Health Resources for Young People

Young people concerned about mental health are increasingly turning to the internet for help. Allied health professionals can provide important guidance to help young people find safe, credible e-Mental Health resources.

e-MH resources can help young people identify problems, work out which interventions might suit them and tackle the uncertainty, fear and stigma that can hinder help-seeking.

e-MH intervention programs can teach young people how to tackle symptoms of anxiety and depression and improve resilience and coping skills. These programs draw on evidenced-based therapies such as cognitive behaviour therapy, and can be self-help and/or therapist-assisted.

The e-MH services and programs described here are free unless otherwise stated. Many can be used anonymously and many are 24/7. e-MH is flexible and can be used before, during and after other forms of treatment.

Find online crisis support

KidsHelpline Online, email and phone counselling for young people with a website tailored for kids (5-12) and teens (13-25). Online 'chat' counselling open 7 days a week.

1800 55 1800 (24/7)
kidshelpline.com.au



Suicide Call Back Service provides free nationwide 24/7 professional telephone and online counselling for anyone affected by suicide.

1300 659 467 (24/7)
suicidecallbackservice.org.au



Lifeline online crisis support chat with a trained crisis supporter available every night. Phone available 24/7.

13 11 14 (24/7)
lifeline.org.au/Get-Help



Find online counselling

Youth services (from 12 yrs)

CanTeen Online, email and phone counselling and forums for people aged 12-24 yrs living with the impact of cancer.

1800 835 932
canteen.org.au



eheadspace Online 'chat', email and phone counselling with a qualified youth mental health professional for young people aged 12-25 as well as parents/carers concerned about a young person.

1800 650 890
ehheadspace.org.au



Youth beyond blue Information, online and phone counselling for young people (12-25 yrs) with trained mental health professionals 7 days a week.

1300 224 636 (24/7)
youthbeyondblue.com



Other counselling services

Counselling Online Online 'chat' and phone counselling 24/7 for people concerned about their own or another person's drug or alcohol use.

1800 888 236
counsellingonline.org.au



QLife Online 'chat' and phone counselling for lesbian, gay, bisexual, transgender and intersex people (LGBTI).

1800 184 527
qlife.org.au



The Butterfly Foundation Online and phone counselling, information, and online support groups for people concerned about eating disorders, disordered eating, body image problems.

1800 334 673
thebutterflyfoundation.org.au



1800RESPECT Information, phone and online counselling provided by the National Sexual Assault, Domestic and Family Violence Counselling Service for people seeking help for themselves or someone else. Also for professionals wanting support for referrals or vicarious trauma problems.

1800 737 732 (24/7)
1800respect.org.au



Find information and peer support

BITE BACK Promotes wellbeing and resilience in young people (12-18 yrs) through psycho-education, positive psychology and related approaches.

biteback.org.au



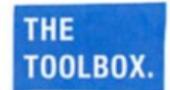
ReachOut Provides practical tools and support to help young people aged 14-25 yrs get through everything from everyday issues to tough times. Includes information on mental health, peer support forums, and apps. **ReachOut Next Step** service for 18-25 yrs recommends support options. **ReachOut Parents** provides information and support to "help parents help teens".

reachout.com



The Toolbox on ReachOut.com recommends mental health and wellbeing apps endorsed by mental health professionals and young people aged 13-25 yrs. Includes links to apps, reviews and information.

au.reachout.com/sites/thetoolbox



Intervention programs for under 18 yrs

The BRAVE Program BRAVE is a free online self-help program for prevention, early intervention and treatment of anxiety in young people. It has child (8-12 yrs), teen (12-17 yrs), and parent components.

brave4you.psy.uq.edu.au



MoodGYM Online program that teaches skills from CBT to help prevent and manage symptoms of depression for 15+ yrs. Also useful for anxiety.

moodgym.anu.edu.au



OCD? Not Me! Online program for people aged 12-18 yrs with OCD. It has eight stages and provides information, as well as support for parents and caregivers.

ocdnotme.com.au



Smiling Mind Online and app based program to improve wellbeing of young people through mindfulness meditation. Provides age-specific content for 7-11, 12-15, and 16-22 yrs.

smilingmind.com.au



OnTrack (Get Real! Early Psychosis Program) OnTrack offers the Get Real! program for managing unusual experiences/early psychosis for 14+ yrs. Program consists of self-guided modules and interactive tools.

ontrack.org.au



Stay Strong A mental health and substance misuse intervention in an iPad app (available on iTunes for a small fee) for 10+ yrs. The app guides users and therapists through a structured, evidence-based intervention that is culturally appropriate for Indigenous clients.

menzies.edu.au/page/Resources/Stay_Strong_iPad_App/



Intervention programs for 18+ yrs

Mental Health Online Information, automated assessment (optional) and online self-guided treatment programs for anxiety, panic, OCD, PTSD, and mixed anxiety/depression for 18+ yrs. Courses available as self-help for free or with therapist support for a small client fee.

mentalhealthonline.org.au



Mood Mechanic Program (MindSpot Clinic) Mood Mechanic Program is an online therapist-supported program for 18-25 yr olds with anxiety and/or depression. Other treatment courses for OCD and PTSD for 18+ yrs. Self-referral or online health professional referral.

mindspot.org.au



OnTrack OnTrack offers a suite of self-guided modules and interactive tools for 18+ yrs including alcohol use, depression, alcohol/ depression, flood and storm recovery, diabetes, and for carers, as well as a program for unusual experiences/early psychosis for 14+ yrs.

ontrack.org.au



THIS WAY UP™ Therapist-assisted or self-help courses for depression, anxiety (GAD, panic, social phobia, OCD) and mixed depression/anxiety for 18+ yrs. Teen programs in development (contact TWU for release date). Requires a small client fee. Also has free self-help course for stress.

thiswayup.org.au





headspace Whyalla Referral form

YOUNG PERSON DETAILS		
Name:	Date of Birth:	Gender Male <input type="checkbox"/> Female <input type="checkbox"/> Other <input type="checkbox"/>
Preferred Name:	Age:	
Address:	Phone:	SMS reminders? Y <input type="checkbox"/> N <input type="checkbox"/>
	Email:	Preferred contact number:
Aboriginal <input type="checkbox"/> Torres Strait Islander <input type="checkbox"/> Other..... <input type="checkbox"/>	Cultural Identity: Language:	Best method of contact: Mobile: <input type="checkbox"/> Email: <input type="checkbox"/>
Does the young person consent to the referral? Yes <input type="checkbox"/> No <input type="checkbox"/>		
If under 16, does a parent or carer consent to the referral? Yes <input type="checkbox"/> No <input type="checkbox"/>		
Caregiver 1: _____ Caregiver 2: _____		
Involvement of significant other? Yes <input type="checkbox"/> No <input type="checkbox"/> Who: _____		
**EMERGENCY CONTACT (REQUIREMENT)		
Name:	Phone:	Relationship to Young Person:
REFERRER DETAILS		
Name	Phone	Email
	Fax	
Address	Organisation	Relationship to young person
DOES THE YOUNG PERSON HAVE AN EXISTING GP? Yes <input type="checkbox"/> No <input type="checkbox"/> Mental Health Treatment Plan <input type="checkbox"/>		
GP Name	Surgery	Phone
PRESENTING ISSUES: (this must be completed)		
Mental Health _____		
Physical Health _____		
Sexual Health _____		
Family _____		
Relationships _____		
School/ work _____		
Accommodation _____		
Justice issues _____		
Drug & Alcohol _____		
Other _____		

RISK FACTORS			
Risk to self	Yes	<input type="checkbox"/>	No <input type="checkbox"/>
History of self harm	Yes	<input type="checkbox"/>	No <input type="checkbox"/>
Intent/ Plan	Yes	<input type="checkbox"/>	No <input type="checkbox"/>
Management Plan:			
Risk to others	Yes	<input type="checkbox"/>	No <input type="checkbox"/>
Suicidal ideation	Yes	<input type="checkbox"/>	No <input type="checkbox"/>
YOUNG PERSON SUPPORTS & STRENGTHS			
Does the young person receive support from other agencies? Yes <input type="checkbox"/> No <input type="checkbox"/>			
Please list the agencies: _____			
& Others (family, friends)			

Strengths: _____			

YOUNG PERSON AND CARER CONSENT FOR REFERRAL AND INFORMATION			
I (young person) _____ being 16 years or older agree to be referred to and engage in services at headspace Whyalla and give my permission for (referrers name) _____ to provide and receive written and verbal information from headspace Whyalla for the purpose of the referral.			
I (carer) _____ agree for (young person under the age of 16) _____ to be referred to and engage in services at headspace Whyalla and for information to be shared as above.			
Young person signature..... Date			
Carer signature..... Date			
Referrer signature..... Date			
REFERRAL OUTCOME (office use only)			
Eligible for headspace services? Yes <input type="checkbox"/> No <input type="checkbox"/> Rationale: _____			
Referrer notified : _____			
Referred to other service: _____			
Appointment date & time: _____ Worker: _____			
Actions Required: _____			
Please complete referral and fax to headspace Whyalla on 8641 4399 or phone 8641 4330 or drop into our office at 24-26 Ekblom Street, Whyalla Norrie (back of Doctors @ Westlands)			