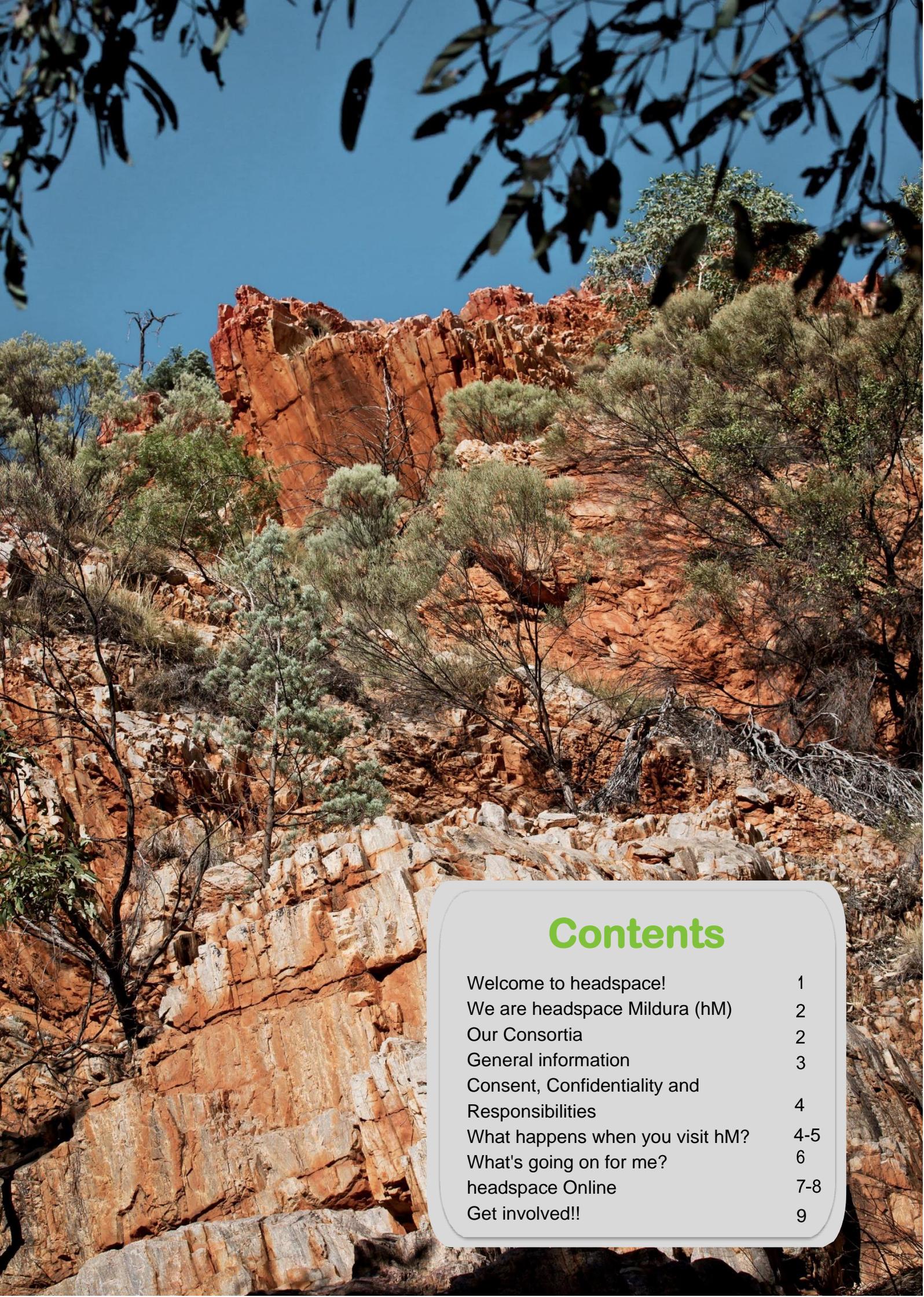


Welcome Guide

2022/Version 6



headspace Mildura would like to acknowledge all the Traditional Owners throughout the Murray- Mallee Region as the first people of this Nation on whose land we work and live. We also pay respect to all their Elders past and present and honour their culture.



Contents

Welcome to headspace!	1
We are headspace Mildura (hM)	2
Our Consortia	2
General information	3
Consent, Confidentiality and Responsibilities	4
What happens when you visit hM?	4-5
What's going on for me?	6
headspace Online	7-8
Get involved!!	9



Welcome to headspace!!

Established in 2006, headspace, the National Youth Mental Health Foundation, was first funded by the Federal Government to deliver youth-friendly, stigma free services at a number of locations around Australia. Today, headspace is a major provider of clinical, early intervention services, specifically targeting youth mental health across the country. Administered and supported by headspace National Office, a network of 110+ centers are currently contracted across all states and territories.

the headspace network



New South Wales

- Armidale^{1,3}
- Batemans Bay¹
- Bathurst
- Bega
- Broken Hill
- Cessnock^{1,3}
- Coffs Harbour
- Cowra^{1,3}
- Dubbo
- Gosford
- Goulburn
- Grafton
- Griffith
- Katoomba^{1,3}
- Kempsey¹
- Lake Haven¹
- Lismore
- Lithgow³
- Maitland
- Newcastle
- Nowra
- Orange
- Port Macquarie
- Queanbeyan
- Tamworth
- Tweed Heads
- Wagga Wagga
- Wollongong
- Sydney:**
- Ashfield
- Bankstown
- Bondi Junction
- Brookvale
- Campbelltown
- Camperdown
- Castle Hill
- Chatswood
- Hurstville
- Liverpool
- Miranda
- Mount Druitt
- Parramatta
- Penrith

Victoria

- Albury Wodonga
- Bairnsdale
- Ballarat
- Bendigo
- Echuca¹
- Frankston
- Geelong
- Horsham
- Mildura
- Morwell
- Ocean Grove^{1,3}
- Portland³
- Rosebud^{1,3}
- Sale^{1,3}
- Shepparton
- Swan Hill
- Wangaratta^{1,3}
- Warmambool
- Wonthaggi
- Melbourne:**
- Bentleigh²
- Collingwood
- Craigieburn
- Dandenong
- Elsternwick
- Glenroy
- Greensborough
- Hawthorn
- Knox
- Lilydale¹
- Melton
- Monash¹
- Narre Warren
- Pakenham^{1,3}
- Sunshine
- Werribee
- Whittlesea^{1,3}

ACT

- Canberra
- South Canberra¹

Queensland

- Bundaberg
- Caboolture
- Cairns
- Capalaba
- Emerald^{1,3}
- Gladstone
- Gympie¹
- Hervey Bay
- Ipswich
- Mackay
- Maroochydore
- Maryborough^{1,3}
- Meadowbrook
- Mount Isa
- Redcliffe
- Rockhampton
- Roma^{1,3}
- Sarina^{1,3}
- Southport
- Toowoomba
- Townsville
- Upper Coomera¹
- Warwick
- Whitsundays^{1,3}
- Brisbane:**
- Inala
- Nundah
- Strathpine¹
- Taringa
- Woolloongabba

Northern Territory

- Alice Springs
- Darwin
- Katherine¹

Tasmania

- Burnie^{1,3}
- Devonport¹
- Hobart
- Launceston

Western Australia

- Albany
- Armadale
- Broom
- Bunbury
- Busselton^{1,3}
- Esperance^{1,3}
- Geraldton
- Kalgoorlie
- Kununurra¹
- Mandurah
- Margaret River^{1,3}
- Northam^{1,3}
- Pilbara⁴
- Rockingham
- Perth:**
- Cannington¹
- Fremantle
- Joondalup
- Midland
- Osborne Park

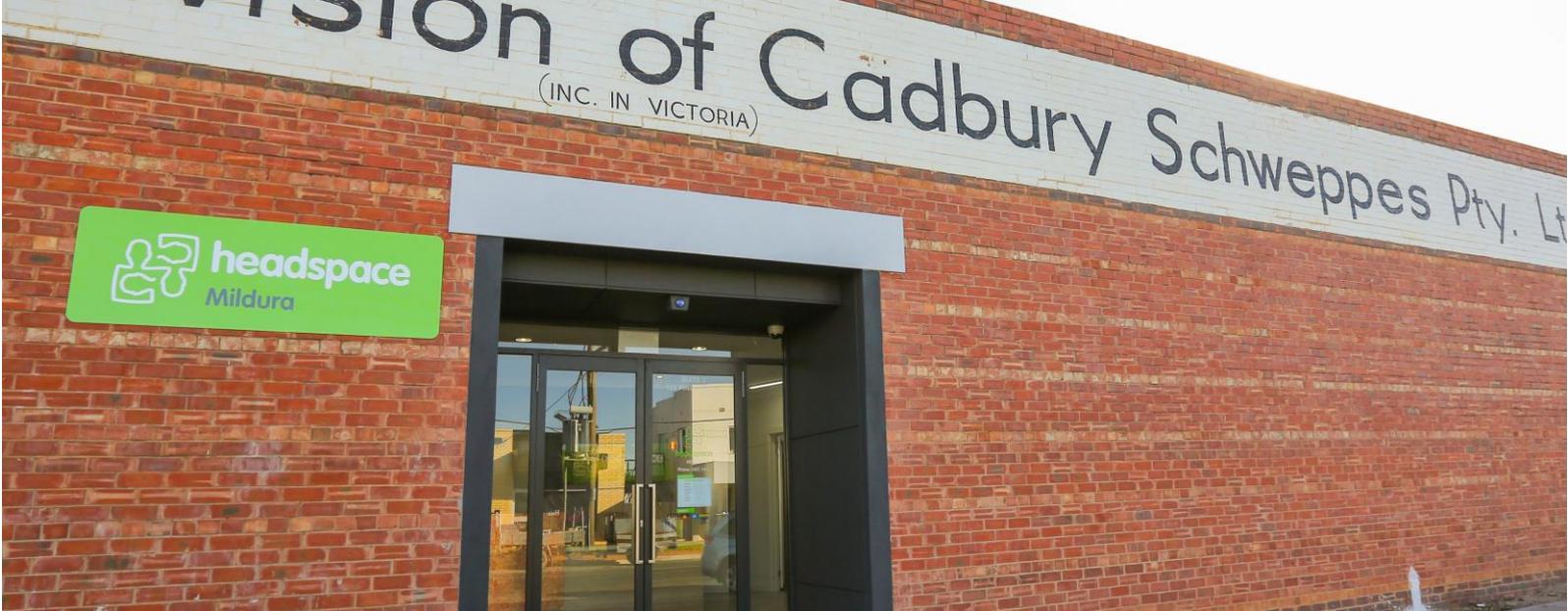
South Australia

- Berri
- Mount Barker^{1,3}
- Mount Gambier
- Murray Bridge
- Port Augusta
- Port Lincoln^{1,3}
- Victor Harbor^{1,3}
- Whyalla
- Adelaide:**
- Adelaide
- Edinburgh North
- Marion¹
- Onkaparinga
- Port Adelaide

1 New headspace services opening 2019-2022
 2 headspace Early Psychosis site for headspace Elsternwick
 3 Denotes a headspace outpost or headspace satellite
 4 Pilbara Regional Outreach

To ensure headspace centers are high performing organisations that can deliver on national objectives, they are supported by the national office infrastructure. headspace National Office has a service capacity building and quality improvement function through such activities as training and education, driving community engagement and awareness raising, as well as undertaking research and evaluation and applying lessons learnt into practice.

As of the 2016/2017 financial year, Primary Health Networks (PHN) were elected to provide grant administration for headspaces Centers around Australia. For headspace Mildura, this is Murray PHN, with four other headspace centers located across the network: Swan Hill, Bendigo, Shepparton and Albury/Wodonga.



We are headspace Mildura...



headspace Mildura is a place that young people between the age of 12-25 years can go if they are having a tough time. headspace Mildura aims to support young people's wellbeing by offering access to a range of free or of low-cost services and/or assisting young people to engage with alternative community services and professionals. Mildura is a diverse community and headspace Mildura aims to offer an inclusive, safe and respectful service that supports our similarities and our differences! headspace Mildura takes pride in working with young people from the LGBTQIA+ community, the Indigenous community and from culturally and linguistically diverse (CALD) backgrounds.

You can visit our centre for advice, information and early intervention for:

- Mental & physical health concerns (including sexual health)
- Use of alcohol and other substances.
- Risk of homelessness
- Vocational & educational support

We also offer support groups including:

- Alphabet soup** - Social and emotional support for LGBTQIA+ young people.
- LGBTQIA+ Family and Friends support group.
- Tuning in to Teens** - 6 weeks emotion-focussed parenting program.

headspace Mildura has the capacity to link in with Metropolitan services and specialists through the telehealth platform.

Our Consortia

headspace Mildura is operated by Mildura Base Public Hospital and to facilitate our holistic services, we are supported by a Consortia. Acting as our Governance Committee, this group brings together a range of local services who contribute and advise on our services and operations. The group is comprised of:

- ❖ Mildura Base Public Hospital (MBPH)
- ❖ Sunraysia Community Health Services (SCHS)
- ❖ Mildura Senior College (MSC)
- ❖ Mildura Rural City Council (MRCC)
- ❖ Northern Mallee Community Partnership (NMCP)
- ❖ Mallee Accommodation and Support Program (MASP)
- ❖ Mallee District Aboriginal Services (MDAS)
- ❖ MADEC
- ❖ Sunraysia Mallee Ethnic Communities Council (SMECC)
- ❖ Northern Mallee Local Learning & Employment Network (NMLLEN)
- ❖ Mallee Family Care (MFC)



HOURS

Monday:	9:00AM – 5:00 PM
Tuesday:	9:00AM – 7:00 PM
Wednesday:	9:00AM – 5:00 PM
Thursday:	9:00AM – 5:00 PM
Friday:	9:00AM - 5:00 PM

Appointments can be requested from 8.30am daily. You have the choice of attending your appointment in person, via phone or telehealth. You can also discuss with your school about supporting you to do telehealth appointments during school time.

For urgent assistance or assistance out of business hours, please call Mildura Base Public Hospital Mental Health Services on (03) 5022 3500 or Lifeline on 131114.



HOW LONG IS AN APPOINTMENT?

First appointments can last 90 minutes, while ongoing appointments can last up to an hour. Sessions with a doctor or sexual health nurse may be shorter.

INTERPRETER



If you have any English language difficulties and would like to speak to us, you can contact us by using a telephone interpreter service on **131 450**, or we can help you work it out when you visit the Centre.



COSTS

headspace Mildura is a free or of low-cost service for all young people. It does not matter where you live or where you come from. Sometimes we may talk to you about connecting with another service that may be able to really help- but we make sure we talk you through any small costs that may be required (if any) and ensure you are comfortable with our recommendation.

There may be some costs associated with procedures or treatment consultations with our sexual health nurse or GP, however with a Medicare card most consultations will be bulk billed. You can use a parent's or family's card but if you are an Australian and over 15 years of age, you are entitled to have your own Medicare card. Having your own card will mean that your parents won't be able to view your visit with a doctor. To apply for your own card, visit your local Medicare office, or apply through the Medicare website. If you need any assistance, please let us know!



CHANGING PRACTITIONERS

If you are not feeling comfortable with your clinician, you can request to change. We can help ensure your information is passed on, so you do not have to re-tell your story.

For serious concerns regarding your care, you can contact:

Health Services Commissioner
Complaints and Information
T: 1300 582 113
F: 90323111
E: hsc@dhhs.vic.gov.au

FEEDBACK

You are welcome to provide suggestions/feedback to any of us, via our anonymous feedback box in our reception or via our [Online Feedback Form](#)





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 during your first appointment. In some circumstances, young people can consent to treatment without parental permission, however headspace Mildura encourages family and/or friends participation throughout an episode of care when possible. If you would like a copy of our Consent Policy, please speak to your clinician.

Confidentiality

When you talk to a headspace clinician, nothing you say can be shared to anyone else without your permission. However, there are some exceptions to confidentiality:

- If you are at risk of harming yourself or someone else.
- If you are at risk of being harmed by others.
- If you have committed a serious crime .

In these cases, we will provide only necessary information to the appropriate services or support people. If you have any questions about confidentiality, please speak to your clinician.

Your Rights

headspace Mildura is committed to the rights of young people as described in the *Australian Charter of Healthcare Rights, 2008*:

- **Access:** The right to receive health care.
- **Safety:** The right to safe and high-quality care.
- **Respect:** The Right to be treated with respect, dignity and consideration.
- **Communication:** The right to be informed about services, treatment and options in a clear and open way.
- **Participation:** The right to be included in decisions and choices about health care.
- **Privacy:** The right to privacy and confidentiality regarding personal information.
- **Comment:** The right to comment in care and have concerns addressed.

What happens when you visit headspace Mildura?

HELLO



" I was really nervous about coming in, but the staff were so friendly, and we figured out ways to work through the things that were bothering me "

You can access our services by dropping in, by phone call, email, fax, through our website or someone can do this on your behalf if you prefer. We will get some basic contact information at this point and have one of our **Engagement & Assessment (E&A)** Clinicians contact you within the next 48 hours to have a chat about the issues impacting you and to organise a first appointment (**Intake Assessment**).

You will be sent a link for a brief online headspace survey to be completed before your first appointment. During your first appointment you will have the opportunity to talk about your well-being and what you would like help with (e.g.your goals). If you want, family members and/or other supports are welcome to attend and join you in the consultation - this is up to you.

After your first appointment, the E&A Clinician will, with your consent*, work with the rest of the headspace team to create a support plan tailored to you. The plan will be dependent on your concerns and goals; however, support may be inclusive of, but not limited to:

- Individual or group brief intervention and problem solving with a qualified counselor at headspaceMildura.
- Early intervention and supportive counselling with one of our clinical team at headspace Mildura.
- Invitation to one of headspace Mildura's groups i.e. LGBTQIA+ or an invitation for your parents/careers to attend Tuning into Teens.
- GP or sexual health nurse, for support, education and/or assessment.
- Education and/or vocational assistance in an individual or group format.
- Alcohol and other drugs assistance from an **Alcohol & Other Drugs (AOD)** counselor.
- Homelessness assistance.
- A supported referral to another agency or professional that best suits your needs (**External Referral**)

* headspace Mildura is a voluntary service, which means that it is your choice if you would like to receive support and you have the opportunity to decline or change your mind at any time. If you do change your mind or can't make an appointment it is important to give us a call to let us know.

Your appointments may be in-person at the centre, by telephone or video consultation (**Telehealth**) . This will be a collaborative decision between you and your clinician

At a glance

- Referral has been made to headspace Mildura.
- Booked in for your first appointment.
- Intake Assessment completed.
- You will receive a call from your E&A Clinician to discuss your plan.

Internal Referral

Your E&A Clinician will give you an overview of the Clinician you have been assigned to and their role at headspace Mildura. An appointment will be scheduled with your new Clinician

External Referral

An external referral may occur when a service other than headspace Mildura may better fit the support you need. Below is a basic guide to help support you in turning your plan into action!

- Your E&A Clinician will discuss with your potential options and find out your preferences.
- Your E&A Clinician will help facilitate a smooth transition of services by sending through important information with your consent.
- The service who you are referred to will call you directly to organise an appointment.
- Your E&A Clinician from headspace will call you over the coming week to check in and make sure the transition between services went smoothly.

What is a Mental Health Treatment Plan (MHTP) ?

If your ongoing plan includes an external or internal referral to a private psychologist, specialist mental health social worker or occupational therapist you may require a Mental Health Treatment Plan. This plan is a document created with your GP that allows you to access a Medicare rebate to offer a reduced cost or of no cost service.

How do I get a Mental Health Treatment Plan?

1. Your Engagement & Assessment Clinician will discuss your need for a MHTP.
2. Make an appointment with your GP, or with our headspace GP, to discuss your current concerns, goals and recommendations from headspace. Your GP may ask you some general questions, similar to some of the questions your E&A Clinician may have asked.
3. Your headspace Clinician can support you in talking to your GP by providing you with a letter of support that outlines how you would benefit from a MHTP to facilitate your internal or external referral.
4. Your GP may provide your MHTP directly to you for you to bring into the Centre or send it directly to the E&A Clinician at headspace. It is a good idea to double check with us if we have received your MHTP.
5. Now that you have a MHTP you will be eligible to receive ongoing therapeutic treatment at no or of low cost.



WHAT'S GOING ON FOR ME...?

Your clinician can work through this with you to help understand what support you may need.

What made it more likely for me to develop my current difficulties?

Stressful things that have happened recently:

The "Problem" (why I came to get help):

What keeps the problem going:

Things that are on my side:

What will/does help now:

What will help ongoing:

.....
.....
.....

Name : _____

headspace Online

Work & Study

Free & confidential support delivered online or over the phone for 15-25 year olds. The headspace work & study specialists can assist you with creating a resume, career planning, job searching, interview preparation and exploring education options. They also offer a career mentoring service.

Visit: headspace.org.au/work-and-study-support



Group Chat

Group chats allow you to connect with other people like you. They are led by headspace mental health professionals hosted 3 times per month on topics where you, or those supporting you such as friends and family, can ask questions and receive information .

Visit: headspace.org.au/eheadspace/group-chat

eheadspace

Online and telephone support. Open 9am – 1am (Melbourne time) 7 days a week for a 1-on-1 chat for both Young People and their families & friends. It is a confidential, free, and safe space to talk about what's going on.

Visit: headspace.org.au/eheadspace/connect-with-a-clinician



Support Chats

Navigating relationships:

Every Monday 6 pm -10 pm

gheadspace:

Every Tuesday 6 pm -10 pm

General coping:

Every Wednesday 6pm - 10 pm

Yarnspace:

Fortnightly Thursdays 6 pm - 10 pm

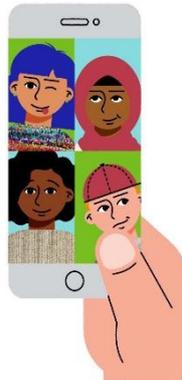
Supporting Others:

Fortnightly Thursdays 6 pm - 10 pm

Community Spaces

A shared area of the headspace website for you to engage with each other about high level topics such as **general coping, gheadspace, yarnspace, navigating relationships, supporting others & climate change**

Visit : headspace.org.au/eheadspace/spaces/community



Your Own (Personal) Space

This is your space on the headspace website for you to collect and manage resources to build your own personalised mental health toolkit.

You have complete control of the spaces that you create and the resources you choose to save there.

Visit: headspace.org.au/eheadspace/spaces/personal/setup

Information & resources

Young People

If you are a young person aged between 12-25 and need information relating to general mental health, physical health, work & study, and alcohol and other drugs, this section is designed for you. You can also try our interactive activities here.

Visit: headspace.org.au/young-people/life-issues

Friends & Family

Raising sensitive issues and working to resolve problems that arise along the way can be challenging. It can also be hard as a parent to know the difference between normal behaviour, such as moodiness, irritability and withdrawal, and an emerging mental health problem. This section is designed to help you.

Visit: headspace.org.au/friends-and-family/life-issues

Here, you can also find **YarnSafe-** resources for Indigenous Young People.

Follow us:



Useful Apps

- ❖ Calm
- ❖ Breakup Shake
- ❖ Smiling Mind
- ❖ Haapify
- ❖ Treat Ap
- ❖ Remente
- ❖ What's Up?
- ❖ Headspace Inc.
- ❖ Daylio
- ❖ Chats for Life
- ❖ Moodpath
- ❖ PAUSE
- ❖ Self-help for Anxiety
- ❖ Stop, Breathe & Think
- ❖ Daybreak
- ❖ Pacifica

Interactive Activities

Online bite-sized modules of interactive content that encourage young people, family and friends to actively reflect on their own needs, engage in skill building and set meaningful goals to improve their mental health. There are many different topics available. Click on the links below to try these modules today! Visit : headspace.org.au/interactive-activities



staying active can boost your mental health.

Do you want to learn more?

[get started](#)

[Where did this come from?](#) 30

having trouble with motivation?

Do you want to learn more?

[get started](#)

[Where did this come from?](#) 28

sleep is incredibly important to support your mental health.

Do you want to learn more?

[get started](#)

[Where did this come from?](#) 33

understanding emotions is an important part of mental health.

Do you want to learn more?

[get started](#)

[Where did this come from?](#) 31

mindfulness can help us cope with the tough times.

Do you want to learn more?

[get started](#)

[Where did this come from?](#) 20

we all encounter problems that can sometimes feel overwhelming.

Do you want to learn more?

[get started](#)

[Where did this come from?](#) 34

FURTHER INFORMATION AND SUPPORT



www.kidshelpline.com.au

1800 551 800

Free, private and confidential 24/7 phone and Online counselling service for young people aged 5 to 25



www.beyondblue.org.au

1300 22 46 36

Information on supporting someone with depression or anxiety
Online chat & phone support



www.qlife.org.au

1800 18 45 27

Information about supporting LGBTQIA+ young people.
Online chat & phone support



www.sane.org.au

1800 18 72 63

Information on supporting someone experiencing a mental health crisis.
Online chat & phone support



www.mensline.org.au

1300 87 99 78

Information and support for men on emotional health, family and relationship concerns.



au.reachout.com

Online mental health organisation for young people and their parents supporting them to get through difficult times.



www.butterfly.org.au

1300 33 46 73

For people impacted by eating disorders and body image issues, and for the families, friends and communities who support them.



www.blackdoginstitute.org.au

For Information on supporting someone with depression or bipolar disorder.

Get involved



Youthspace

Youthspace is the Youth Reference Group (YRG) of headspace Mildura. They are a group of young volunteers (aged 12-25) who are passionate about headspace and more broadly, the issues that involve young people in our region. The young members have the important role of making sure that headspace Mildura has the voice of the young people in mind in everything we do. Members may be involved with:

- Advocating for services that suit young people.
- Recruitment of headspace staff.
- Resource development.
- Raising awareness of headspace events.
- Representing headspace Mildura at community events.
- Feedback on service model.
- Assisting with planning and design of the Centre.

If you are interested in joining the group, please call (03) 5021 2400 during business hours, or email: sandy.guthrie@headspacemildura.com.au



Alphabet Soup invites young LGBTQIA+ people aged 12-25 to attend fortnightly meetings which are facilitated by a trained lived experience Peer Mentor. Hosted at headspace Mildura or via telehealth; meetings vary between social evenings, educational sessions and 'Bright Ideas'. They give the young people an opportunity to plan and run events and activities for important days on the LGBTQIA+ calendar such as IDAHOBIT Day and Wear It Purple Day. Members can choose to be as involved as they would like! Attendance at all meetings is not compulsory.

For more information call us on (03) 5021 2400 during business hours.

[JOIN NOW](#)



BOLD MAGAZINE

BOLD is generated by youth, for our local youth. We invite local young people to contribute their work, spanning from artwork, photography, digital art, poetry, fictional and non-fictional stories, fashion and interviews. BOLD has allowed us to provide a platform for showcasing local talent and achievements, and give young people the opportunity to share their perception of mental and physical health and recovery, and promote awareness and help seeking.

For Contributor & Artwork enquiries: boldmildura@gmail.com

