



headspace

National Youth Mental Health Foundation

Welcome Pack - for Family and Friends



headspace
Narre
Warren

66 Victor Crescent
Narre Warren
☎ 1800 367 968

Opening Hours:

Monday: 9:30am - 4:30pm
Tuesday - Friday: 10:00am - 6:00pm
Saturday (alternate): 9:30am - 2:30pm
Sunday: Closed

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.



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Welcome to headspace

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.

How you can be involved in supporting your young person will depend on many things - including the young person's age, life experience and their feelings about family involvement.

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 your young person.

¹ Hopkins, L., Lee, S., McGrane, T., & Barbara-May, R. (2016). Single session family therapy in youth mental health: Can it help? *Australasian Psychiatry*. Advance online publication. doi: 10.1177/1039856216658807

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



physical and sexual health



work, school and study

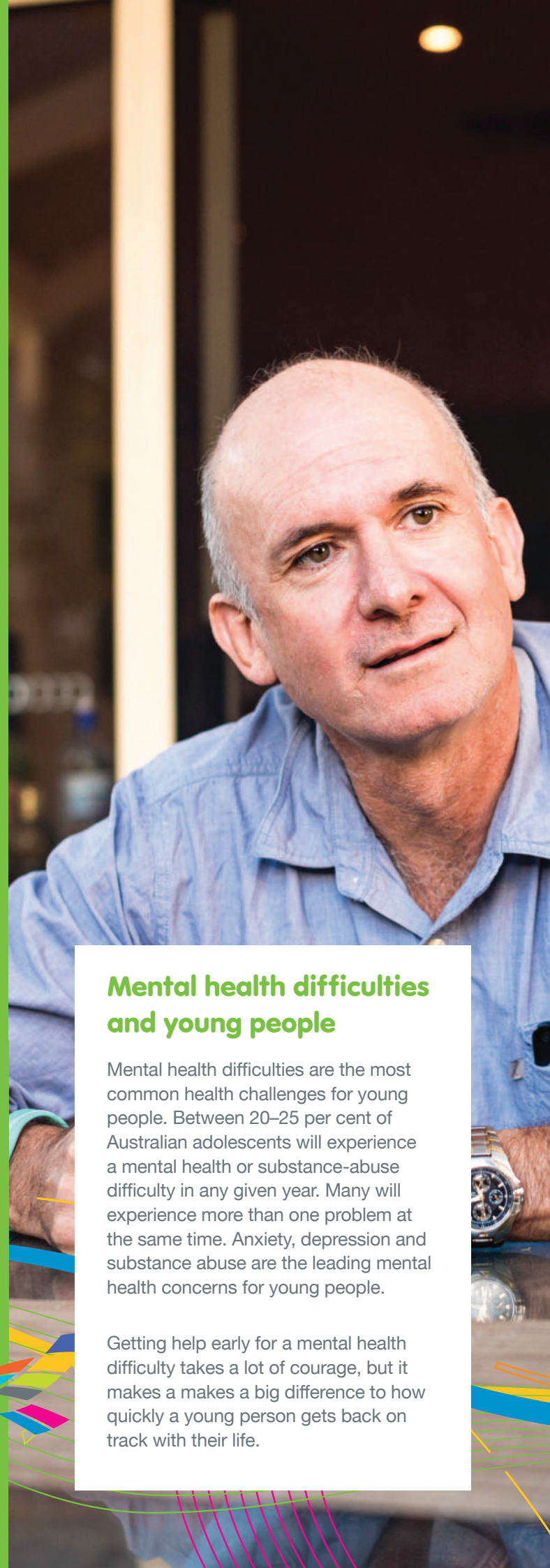


alcohol and other drugs

headspace is a good place to seek help if a young person:

- needs help with any type of health issue
- is having difficulty with something in their life
- feels sad, anxious, worried or worthless
- is concerned about their use of alcohol and/or drugs
- is worried about a friend or family member
- needs advice about work or study
- needs 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 lives.

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 young people can be accessed through:



1 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 young person going through a tough time.

To access the headspace website visit headspace.org.au



2 eheadspace

eheadspace is our national online and telephone support service. It is staffed by experienced youth mental health professionals.

Young people in contact with eheadspace can access a range of information and support as well as short-term treatment, where appropriate.

To access eheadspace visit eheadspace.org.au or phone 1800 650 890. Web chat, telephone and email support is available to young people, as well as their families and friends, from 9am to 1am AEST, 365 days of the year. Email access to eheadspace is available 24 hours a day.



3 headspace centres

headspace centres provide young people with access to a range of health workers who have specific expertise in working with young people – including doctors, psychologists, social workers, alcohol and drug workers, counsellors, vocational workers, occupational therapists and youth workers.

Young people can make an appointment at a centre in person or by phone or email. Family or friends can also make an appointment on behalf of a young person, if the young person consents to the appointment.

To find out about the information and supports available to family and friends of young people with a mental health difficulty, see the Further information and support section.



Please note

headspace provides time-limited services for mild to moderate difficulties. It is not an emergency service.

If you or your young person need immediate support or medical assistance contact:

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

If your young person is experiencing more severe difficulties, they may be eligible for specialist clinical mental health services.

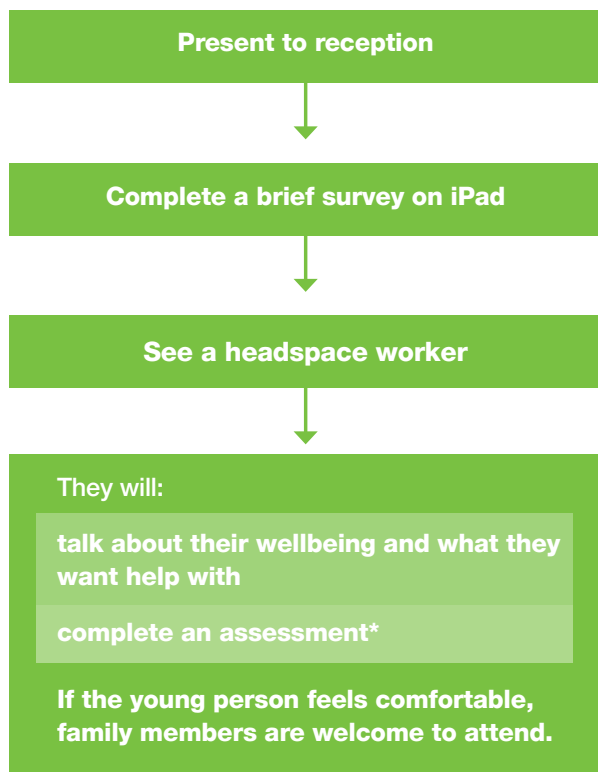
For contact details, see the Further information and support section.



What happens when a young person visits headspace?

At the first visit

The first time a young person visits **headspace**, they will:



After the first visit

If a young person chooses to continue at **headspace**, they will:

Work on goals with their headspace worker, such as:

- brief intervention and problem solving with a qualified counsellor
- early intervention and supportive counselling with one of our clinical team
- access to a doctor and/or mental health nurse for physical or mental health difficulties
- study or vocational assistance with a work and study specialist
- alcohol and drug assistance from an alcohol and drug counsellor
- referral to other agencies best suited to the young person and/or family's needs. If the young person needs a referral from a doctor to access a particular service, headspace can arrange this.

* If you have questions about our assessment, visit headspace.org.au/health-professionals/headspace-psychosocial-assessment-interview



How long will an appointment take?

Appointments usually last 50 minutes to an hour. Sessions with a doctor might be shorter.

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How much will an appointment cost?



Services at a headspace centre are either free or have a low cost. This can be confirmed when an appointment is made.

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Can I access headspace on behalf of my young person?

Whether your young person is ready to access our services or not, we encourage you to make contact with us and discuss ways we might engage your young person or how you can be supported to care for your young person.



If you would like to talk to a headspace worker, please call us. You may be booked into an appointment or offered support over the phone.

If your young person is engaged or is willing to engage with headspace, ask us about the support and involvement we offer to family and friends.

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Before making contact with us, it is a good idea to talk with your young person about it first.



Information, Privacy and Confidentiality



Collecting Personal Information

When a young person or family/friend of a young person accesses headspace, a record is made containing information such as the client name, contact details, advice given and other information relevant to the services provided by headspace. Only information required for service provision is required and kept by headspace.

Information gathered by headspace is stored in an integrated electronic client record and every time the client attends headspace services, new information is added to their file. Where possible, personal information is collected directly from the client, rather than from a third party.

Privacy and Security

Any personal information gathered by headspace will be kept private and secure; only the staff working with the family or young person will see it.

headspace will not share this information with any person or agency without the young person's/families consent, there are immediate concerns about the client's health, safety or wellbeing, or unless required by law.

When this information is no longer needed by headspace it will be destroyed using legal guidelines.

Confidentiality

When a young person talks to a headspace worker, nothing they say can be passed on to anyone else without their permission unless the young person:

1. is at risk of harming themselves or someone else
2. is at risk of being harmed by others
3. has 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.

Consent and Client Rights

Consent

headspace is a voluntary service. Health workers can only provide treatment to young people who give consent. This is something we will ask a young person when they attend.

If the young person is under 18: A parent or legal guardian is the appropriate person to give consent to access our service. In some cases these young people can consent to treatment without parental permission.

If the young person is over 18: We will work with the young person to involve their family and friends in ways that they are comfortable with, and that are likely to be beneficial to the young person's wellbeing.

If you would like a copy of our Consent Policy, please speak to a headspace worker.

Your Rights

When you or your young person access headspace, you have a right to:

- Be treated with respect
- Access high quality services
- Be involved in decisions about care
- Privacy and confidentiality
- Consent to, or refuse, any assessment or treatment
- Bring someone to your sessions at headspace to help or support you
- Ask to speak to a different staff member, or ask to be referred to another service
- Stop services at any time you like.

For more information on your rights & responsibilities, please speak to a headspace worker.

Know your rights

Self-care

At headspace we encourage self-care. Worrying about someone you care about is tough, so you must remember to be kind to yourself. Maintaining your own health and wellbeing enables you to best take care of the person you are supporting.

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



Welcoming Diversity

headspace is committed to socio-cultural inclusive practice. headspace welcomes all young people and families, regardless of age, race, ethnicity, religion, sexual orientation, gender or disability.

English as a second language

headspace services are provided in English, however interpreters can be arranged in advance to support the young person or their 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

How can I contribute to headspace?

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 can I support my young person while they are waiting for an appointment?

We understand that wait times for appointments may vary. While your young person is waiting for an appointment, here are some ways you can support them:

keep communication open, show empathy and don't rush into judgements

be available without being intrusive or 'pushy'

spend time with them

take their feelings seriously

encourage and support friendships

encourage activities that promote mental health, such as exercise, good 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.

For further information, visit headspace.org.au/friends-and-family/category/parent-information#categories



Get Involved!

There are many ways you and/or your young person can get involved with **headspace**

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Join our Youth Advisory Committee
.....

Be a consumer or client representative
.....

Give us feedback on our services
.....

Get involved in your young person's care
.....

Ask us for more information about getting involved in **headspace** activities.





Information and support for Parents and Carers

Help for Parents / Carers

When things go wrong with your young person, it can be hard to know what to do and how to best support your child. During these times, talking to a trusted support person such as a close family member, friend or doctor can be extremely useful.

However, sometimes this is not enough. If additional support is needed, headspace Narre Warren offers specialised services for parents and family members of young people. These sessions are confidential and free of charge.

Carer Peer Worker

headspace Narre Warren offers a dedicated Carer Peer worker that can be accessed by family and friends. The Carer Peer worker can provide

- advocacy;
- information about headspace services;
- support in linking in with other services;
- sharing stories of their own journey



Opening hours



Monday 9.30am to 4:30pm

Tuesday 10.00am to 6.00pm

Wednesday 10.00 am to 6.00pm

Thursday 10.00 am to 6.00pm

Friday 10.00am to 6.00pm

Alternating Saturdays 9:30am to 2.30pm

How to access centres, including transport and disability access

headspace Narre Warren is a 12 minute walk from Fountain Gate Shopping Centre. Fountain Gate Shopping Centre can be accessed via public transport (bus).

Disability access is available at the centre.

No wrong door

No Wrong Door is based on the premise that every door is the right door. NWD represents a philosophy and vision whereby an organisation is committed to actively engaging all young people to ensure that each young person receives appropriate and adequate support for their needs, regardless of which organisation they access or issues they present with.

NWD also includes actively assisting young people and their family and friends to engage with other needed services (internally or externally) and incorporates a period of service overlap where all parties are aware of support and access needs and relevant information is exchanged. Extent and duration of referral support will be commensurate to the young person's needs and service preferences.

headspace Narre Warren has committed to demonstrating the No Wrong Door philosophy by welcoming and supporting each and every young person and family that contacts our centre.

What happens if a young person is not eligible for a referral

headspace Narre Warren services are available for all young people aged 12 - 25yrs. Those outside of this age range are assisted to link with the most appropriate service for their needs. All of headspace Narre Warren services are free of charge to young people and their families. This ensures that young people with no available referral option can still be offered a service outside of Medicare funding arrangements.

How to make a complaint or feedback via the centre and headspace national

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 a number of ways, including:

- in person at our centre
66 Victor Crescent, Narre Warren
- by phone
1800 367 968
- via our headspace centre webpage
<https://headspace.org.au/headspace-centres/narre-warren/>

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

headspace national

Young people, families and the community can also provide feedback via the headspace National Foundation. headspace is committed to providing the best possible service to young people, their family and friends. A feedback form can be completed online <https://www.headspace.org.au/about-us/contact-us/> or by contacting headspace National on (03) 9027 0100.

If you need further professional support, you may be eligible for a Mental Health Care Plan (MHCP). A MHCP allows a person to access rebates for mental health care services. To work out whether a MHCP is appropriate for you, see your local doctor.

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 (LGBTIQ)
- 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
- Online chat & phone support

State agencies

lifeline.org.au

☎ 13 11 14

Crisis support and suicide prevention services
Online Chat & 24/7 phone support

Kids Help Line

kidshelpline.com.au

☎ 1800 55 1800

Support for children and young people
Online Chat & 24/7 phone support

Parentline

☎ 13 22 89

Counselling, information and support for parents and carers

Each

each.com.au

☎ 1300 00 3224

Health, disability, counselling and community mental health services

Mental Health Crisis Support:

Psychiatric Triage Service 1300 369 012 or attendance to your local Emergency Department.

