

welcome pack for young people

welcome to headspace Redcliffe,
a place to be yourself.



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common myths about mental health

Myth #1: Everyone else seems to be able to cope just fine. It's only me who is having problems.

Fact: Mental health difficulties are the most common health challenges for young people. Between 20 to 25 per cent of Australian adolescents will experience a mental health difficulty in any given year. Anxiety, depression and substance abuse are the leading mental health concerns for young people. If you are experiencing difficulties with how you feel, you are not alone.

Myth #2: People who experience difficulties with their mental health are weak and can't handle stress.

Fact: Stress impacts wellbeing, but this is true for everyone. People who experience difficulties with their mental health may actually be better at managing stress than people who aren't experiencing difficulties. Many people who experience mental health challenges learn skills like stress management and problem-solving so they can take care of stress before it affects their wellbeing. Taking care of yourself and asking for help when you need it are signs of strength, not weakness.

Myth #3: People don't recover from mental health problems.

Fact: People can and do recover from difficulties affecting their mental health. There are many supports and community services that can help. No one should expect to feel unwell forever. The fact is, people who experience difficulties with their mental health can and do lead active, productive and healthy lives.



what is headspace

headspace is the National Youth Mental Health Foundation.

We deliver services and support to young people aged 12 to 25 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 you:

- don't feel like yourself anymore
- need someone to talk to
- are feeling down, stressed or worried a lot of the time
- are being bullied, hurt or harassed
- want to talk about your sexuality, gender identity or relationships
- are having difficulties with your family or friends
- can't deal with school, uni or work or are finding it difficult to concentrate
- have questions or worries about your alcohol or other drug use
- are feeling sick or worried about your health
- have sexual health issues

getting help early takes a lot of courage, but it makes a big difference to how quickly you can get back on track with your life

how headspace can help

headspace centres

headspace centres provide young people with access to a range of clinical and other workers who have specific expertise in working with young people, which may include:

- Intake Workers
- Psychologists
- Social Workers
- Occupational Therapists
- Mental Health Nurses
- Doctors (also called general practitioners or GPs)
- Psychiatrists
- Alcohol and other drug workers
- Vocational Workers
- Support/Youth Workers
- Group Facilitators
- Dietitians

Young people can make an initial appointment at a centre in person, by phone, email, or they can ask a friend, family member or health worker to make an appointment on their behalf.

digital work and study

Digital Work and Study is an online and phone support service for young people aged 15 to 24 years who need support with their work or study.

- It is staffed by digital work and study specialists
- This is a free and confidential service
- Web chat and phone support is available to young people

To access the Digital Work and Study Service visit digitalworkandstudy.org.au or phone 1800 810 794.

our website

Our website is the place to find information about mental and physical health, work and study, drugs and alcohol and how to get help.

To access the headspace website visit headspace.org.au

eheadspace

eheadspace is a national online and phone support service.

- It is staffed by experienced youth and 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
- eheadspace sessions generally take 30 to 60 minutes
- eheadspace also holds monthly online information sessions where you can join group chats to talk on different topics like sleep issues, self harm, helping out a friend and more
- All eheadspace services are free but if you call from your mobile your usual call charges apply
- eheadspace is a confidential service
- Web chat, phone 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

To access eheadspace visit [eheadspace.org.au](https://headspace.org.au) or phone 1800 650 890.

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 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.

early psychosis support

The headspace Youth Early Psychosis Program (hYEPP) provides support to young people aged 12 to 25 who are experiencing a first episode of psychosis or at ultra-high risk of experiencing psychosis. hYEPP is a continuing care team of multidisciplinary professionals who provide recovery orientated, early intervention services based on assertive outreach, family work and partnerships with other community organisations. In South-East Queensland, hYEPP is available at Meadowbrook and Southport headspace centres.



real stories

"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, that there were other people that I could relate to and that 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

For more stories, go to:
headspace.org.au/young-people/category/real-stories

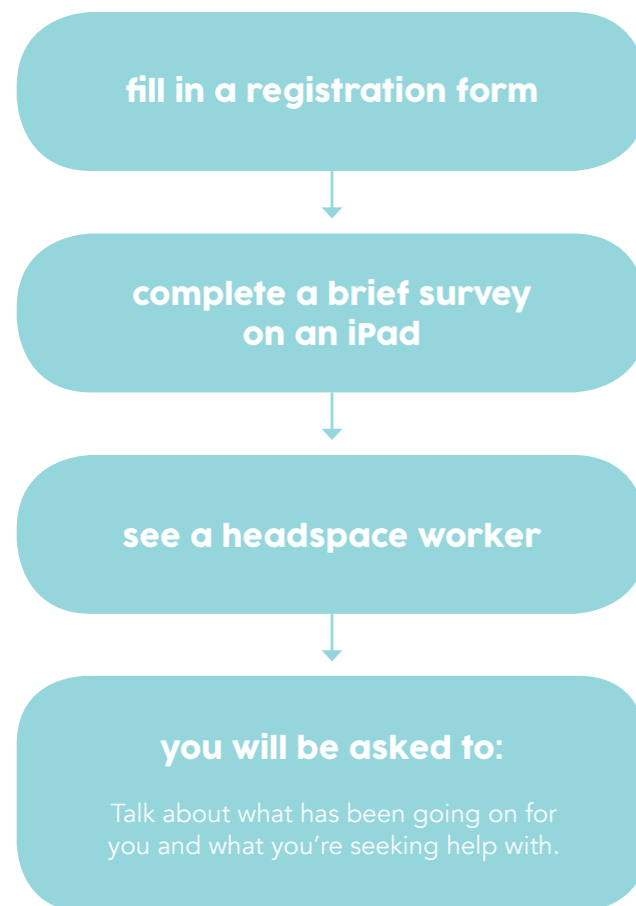
"headspace helped me build the confidence I needed to start working and studying, and to find passion for my life"



what happens when you visit a headspace centre?

at the first visit (intake)

The first time you visit headspace, you will:



At the end of the session, you and the headspace worker will discuss suitable options for accessing the right support for you.

You may be able to make a decision in the first session, or it may be discussed on the phone after the session.

after the first visit

If it is decided the headspace centre is a suitable option and you want to access support from headspace, your headspace worker will help to connect you with the right type of support.

these supports may include

- Counselling/psychological support from one of our qualified mental health clinicians
- Brief support from a clinical team member
- Psychiatry
- Group therapy
- Alcohol and other drug support
- Vocational and educational support
- LGBTQIA+ support
- Family-based support
- Doctor
- Support worker
- Dietitian

For some of these support services, we may be able to book you straight in. For others, you may be required to obtain a referral and/or a Mental Health Care Plan from a GP (see next page for more information). If this is needed we will let you know.

wait times

There may also be a wait time to access some of these services due to high demand. If this is the case we will talk to you about it and discuss a plan for accessing support in the meantime if it is needed. Unfortunately we are unable to provide exact wait times but will do our best to keep you informed.

we have a 'no wrong door' policy

This means that if we are not the right service for you or there are other agencies that are better suited to your needs, we will let you know and do our best to connect you with them.

what is a mental health care plan?

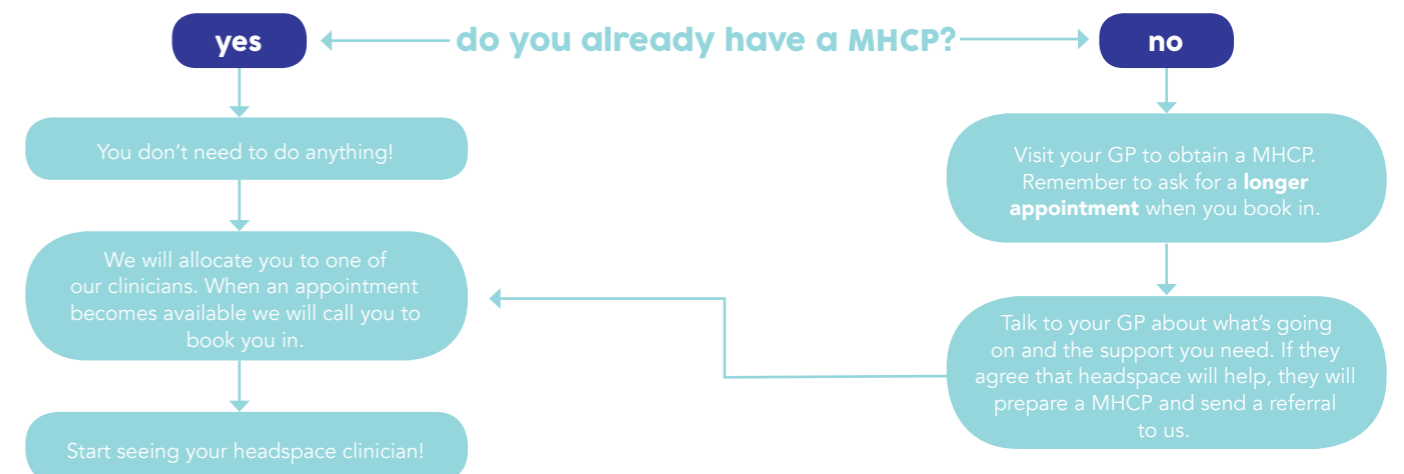
Most counselling sessions with mental health clinicians at headspace are funded through Medicare. We bulk-bill these sessions, which means that there is no cost to you. In order to access this support you will be required to see a GP to obtain a Mental Health Care Plan (MHCP).

A MHCP is a plan that identifies what sort of mental health difficulties you are experiencing and what sort of therapeutic support may benefit you. The GP will ask you questions about your situation and how you have been feeling so that they can complete the plan. Once the MHCP is complete, they can refer you to headspace for counselling. To obtain a MHCP, you will need to have a Medicare card.

important points

- Obtaining a MHCP requires a longer appointment with your GP, so it is important that you ask for one when you make the booking. This is because they need enough time to develop a quality plan with you.
- GP referrals for counselling are made in blocks of sessions, usually up to 6 at a time. Once these sessions have been used at headspace, we will need to write a report to your GP and you will need to go back to see the GP for a review before you can access more sessions. We will talk to you about this so you know what to do.
- A maximum of 10 sessions are covered by Medicare in a calendar year.
- If you are ineligible for a MHCP or choose not to get one, we may need to refer you on to another service or ask you to pay a fee for sessions. Our Fee Schedule is available at reception.
- If we don't receive your MHCP we will give you a call to see how things are going.
- To keep things moving we ask that you obtain a MHCP within 4 weeks. After this time we will need to consider closing your case, so if you are having difficulty with this please let us know.

if I require a MHCP to get support, what happens after my first visit to headspace?



our commitment to inclusive practice

We understand that some groups of young people may experience additional or greater barriers to accessing help for mental health difficulties, including:

- young men
- sexually and gender diverse young people
- Aboriginal and Torres Strait Islander young people
- young people from culturally and linguistically diverse (CALD) backgrounds
- young people who use alcohol and other drugs
- young people experiencing homelessness
- young people with disabilities
- young people in rural/remote communities

To make sure that our services are accessible, acceptable, appropriate and sustainable for all young people, we are committed to inclusive practice.

Inclusive practice involves being responsive to the needs of all young people, irrespective of their culture, language, gender, appearance, sexuality, lifestyle, values and beliefs, abilities 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

collection of personal information

To provide young people with the best possible support, care and treatment, and continue to improve our service, we collect information about the young people who attend our centre, the services they receive and the outcomes they achieve.

- Before you access our services, we will ask you to provide us with some personal information about yourself, such as your name, date of birth and contact information. We may also ask your permission to collect information about you from other health workers, such as your doctor
- When you attend sessions, you will also be asked to answer a few questions on an iPad about your health and wellbeing. This information helps us to track whether you feel you are improving
- Workers that you see at headspace will also create a clinical record for you, to document all clinical care you receive

We can only collect this information from you if you give consent. To help you decide whether you will provide this information, you will be given a Client Agreement & Confidentiality Statement form that sets out how we use your information.

If there is information about you that you do not want us to collect, please tell us. If you choose not to provide us with some information, we may not be able to provide a service to you, or the service we are asked to provide may not be appropriate for your needs.

confidentiality and our duty of care

When you talk to a headspace worker what you say is kept confidential. This means nothing you say can be passed on to anyone else without your permission unless we are required to share information by law or are seriously worried about your safety or the safety of someone else. This is because we have a duty of care to try to keep everyone safe. Where possible we will be open about this with you and let you know if our concerns reach the point where we need to involve other services.

your rights and responsibilities

It's important that you know what to expect from headspace and what your responsibilities are while you are receiving support. We are 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.

your rights

You have the right to:

- Be treated with respect at all times
- Receive a high quality, professional and non-judgmental service
- Feel safe and supported
- Have your age, social, economic and cultural background, sexual orientation and gender identity taken into consideration in your care
- Voice your thoughts, feelings and opinions and have them listened to
- Be involved in making decisions on issues that affect your life
- Work together with your workers at headspace on agreed goals and care plans
- Not answer any questions that you do not feel comfortable with
- Ask to see information that is collected about you
- Advise us if you feel like you aren't connecting with your headspace worker
- Have your confidentiality respected and not have your information shared without your consent or as otherwise outlined in our Client Agreement & Confidentiality Statement
- Provide feedback to us when we are doing well or when we could be doing better

your responsibilities

We ask that you:

- Treat headspace team members with respect and dignity
- Respect the safety, rights and privacy of other people attending the centre
- Make every effort to contact the centre if you are unable to attend your appointments
- Share your ideas about improving our service

permission for treatment

We are a voluntary service. Our health workers can only provide treatment to you if you say it's OK (if you give consent). This is something we will ask you when you attend.

If you are under 16: A parent or legal guardian is also generally required to give consent for you to access our service, but in some cases you can consent to treatment without parental permission. If you would like more information, please speak to a headspace worker.

shared decision-making

At headspace, we encourage you to be involved in all decisions about your treatment. Our health workers will discuss all treatment options with you and allow for your preferences (along with evidence) to guide decision-making about your care.

getting the help that's right for you

When you talk with a headspace worker, it's important that you feel safe and comfortable – we will do our best to make sure this happens.

If you do not think your headspace visits are working out it is important to ask yourself why. There could be a few reasons: it might be because it is hard to talk about what's on your mind or it might be that you and your worker are not the right fit. Either way, don't give up. Talk to your headspace worker about how you are feeling and together you can find a way forward.



involvement of family and friends

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.

Research shows that involving family and friends in a young person's care can lead to better health outcomes for young people. When 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 friends involvement at headspace is respectful of the privacy and confidentiality of young people and the young person's right to self-determine who is involved in their care at headspace.

how might family and friends be involved?

- They may be invited to be a part of your sessions (only if you say it's OK)
- You and your family/friends may decide to work on an issue together in a Single Session Family Consultation (SSFC). SSFC is a 90 minute professionally-facilitated session for you and your family members or friends to discuss and work an issue affecting them
- We may have specific support services available for family and friends of young people
- We may provide information and education about issues affecting young people and how to support them
- Training opportunities, such as Youth Mental Health First Aid

self-care

When you've got a lot going on, taking care of yourself can help build resilience and resources for coping. There are a number of ways you can look after your mental health and wellbeing every day. Here are a few ideas:

play or be creative

Play is important for staying mentally healthy. Devoting time to just having fun can recharge your battery, revitalise your social networks, and reduce stress and anxiety.

take time to relax

There are many ways to relax and different relaxation techniques to use to overcome stress. Progressive muscle relaxation involves tensing and relaxing specific groups of muscles from your feet all the way to your head, while focussing on your feelings of tension and relaxation. You could also try breathing techniques, such as deep breathing or focused breathing (breathing in through the nose and as you breathe out say a positive statement to yourself like 'relax' or 'calm down').

stay active

Physical activity is important for everyone's health and wellbeing. If you're feeling down or finding things are difficult, physical activity may be the last thing you feel like doing. But even small activities like walking around the block can help relieve stress and frustration, provide a good distraction from your thoughts, help you concentrate and can help you look and feel better.

help others

Do something to help someone else. Acts of kindness help other people but also make you feel good. Give a compliment, offer to help someone out or volunteer either on a once-off project or an ongoing basis and allow yourself to feel good for making someone else feel good.

take up a hobby or learn a new skill

Increase your confidence and interest, meet others or prepare for finding work.

stay socially connected

Social relationships are really important to your general wellbeing. It is okay to take time out for yourself but friends can provide support when you're having a tough time. Spending time with friends is also really important for feeling connected and can help lift your mood. Getting involved with volunteer work, hobbies, clubs or committees, or sports can help you feel connected to your wider community while also meeting new people. If you're not feeling up to going out, even a phone call, email, text message or Facebook message can help us feel connected to friends and family.

get enough sleep

Getting a good night's sleep helps you feel energised, focused and motivated. Developing a sleeping routine can help you sleep much better. To do this try to wake up around the same time each day, get out of bed when you wake up, and go to bed around the same time each night. Avoiding caffeine after lunchtime, having a quiet, dark and uncluttered bedroom and shutting down your phone, laptop and other electronic devices before bed can also help you get a good night's sleep.

be kind to yourself

We all have bad days. Be kind to yourself. Encourage rather than criticise yourself. Treat yourself the way you would treat a friend in the same situation.

eat well

Eating well doesn't only reduce the risk of physical health problems, like heart disease and diabetes, but it can also help with your sleeping patterns, energy levels and your general health and wellbeing. A good balanced diet with less of the bad things (e.g. junk food and lots of sugars) and more of the good things (e.g. vegies, fruit, whole grains and plenty of water) will make sure you have all of the vitamins and minerals to help your body and brain function well.

see the bigger picture

We all give different meanings to situations and see things from our own point of view. Broaden out your perspective and consider the bigger picture. Ask yourself: "What meaning am I giving this? Is this fact or opinion? How would others see it? Is there another way of looking at this? How important is it, or will it be in a year's time?"

cut back on alcohol and other drugs

Some people make the mistake of thinking that taking alcohol or other drugs can help get them through tough times. While it may help people to cope temporarily, alcohol and drugs are one of the leading causes of harm to Australian young people and can contribute to, or trigger, mental health problems over time. Being responsible and reducing your use can improve your health and wellbeing.

accepting: 'It is as it is'

We tend to fight against distressing thoughts and feelings, but we can learn to just notice them and give up that struggle. Some situations we just can't change. We can surf those waves rather than try to top them. Allow those thoughts and sensations to just be – they will pass.

further information and support

The headspace website contains information and resources relating to a range of issues that impact young people. If you require information about other support options, speak with your headspace worker for advice. Below are a range of other support options available to support young people's mental and physical health:

crisis support

Lifeline 13 11 14 (all ages)
Kids Helpline 1800 55 1800 (5 to 25 years)
CYMHS Acute Response Team 3068 2555 (0 to 17 years)
1300 MHCALL 1300 642 255
Emergency services 000

national agencies

Youth beyondblue
youthbeyondblue.com
1300 224 636
Information, online chat, email and 24/7 phone support.

QLife
qlife.org.au
1800 184 527
Online chat and phone counselling for lesbian, gay, bisexual, transsexual and intersex (LGBTI) young people.

National Disability Insurance Agency
ndis.gov.au
1800 800 110
Supporting people with disability in Australia.

Reachout
reachout.com
Information, tools, forums and apps to help cope with tough times and improve wellbeing.

state agencies

Child & Youth Mental Health Service (CYMHS)
childrens.health.qld.gov.au/chq/our-services/mental-health-services
Support for young people under 18 with complex and severe mental health difficulties. Professional referral required.

Metro North Mental Health Service
metronorth.health.qld.gov.au/hospitals-services/mental-health-services
1300 MHCALL (642255)
Crisis and specialist support for adults with mental health and substance use difficulties.

Metro South Mental Health Service
metrosouth.health.qld.gov.au/mental-health
1300 MHCALL (642255)
Crisis and specialist support for adults with mental health and substance use difficulties.

Queensland Eating Disorder Service
qld.gov.au/health/services/specialists/queensland-eating-disorder-service-qeds
(07) 3114 0809
Assessment, care and treatment for people and their families affected by eating disorders.

local support services

Encircle Redcliffe
encircle.org.au
(07) 3284 3081
Provides family support, food parcels and support for homelessness.

Redcliffe Area Youth Space
redcliffeyouthspace.org
(07) 3283 8769
Drop-in, youth mentoring, employment and training.

Deception Bay Community and Youth Programs
dbcyp.org.au
(07) 3204 0277
Family programs, employment and training, housing, education and training.

YMCA The Space North Lakes
northlakesyouth.org.au
(07) 3205 0555
Youth programs, Education and training, Sports and Health activities, after school and school holiday activities.

Laurel Place
laurelplace.com.au
(07) 5443 4711
Sexual Assault Counselling & Support.

Centre Against Domestic Abuse
cada.org.au
(07) 3283 6930
Domestic and family violence support services.

Eating Issues Centre
eatingissuescentre.org.au
(07) 3844 6055
Counselling, groups and peer support for people with eating issues.

local GP practices

Redcliffe GP Super Clinic (07) 3480 4100
Redcliffe Parade Family Medical Practice (07) 3284 5739
Moreton ATSICHS Deception Bay (07) 3049 2299
United Medical Centres North Lakes (07) 3482 3123
Family Practice at Kallangur (07) 3204 4222
Castle Hill Medical Centre (07) 3886 5100

while you're waiting

Some young people have found these various apps, online programs and organisations helpful while they are waiting to see a clinician at headspace. For easier access to the below links, scan the QR code with your phone camera or search bit.ly/whileyourewaiting



Head to Health

Wherever you are on your mental health journey, Head to Health is here to help you find the information, resources, and services that most suit your needs.
headtohealth.gov.au

The Desk

Online tools and programs to support students with their mental health.
thedesk.org.au

Breakup Shakeup

App that supports young people going through a relationship break up.
bit.ly/breakupshakeupapp



MindSpot

Online program for stress, worry, anxiety and depression for 18 and above.
mindspot.org.au

ReachOut

Online resources and support for young people under 25 going through a tough time.
au.reachout.com/tools-and-apps

Bite Back

Online activities, psychoeducation and positive psychology to support young people with their mental health.
biteback.org.au

Hello Sunday Morning

Website and app that support young people cutting back or taking a break from alcohol.
hellosundaymorning.org

Clear Your Vision

Online program to support young people to reduce their cannabis use.
emhprac.org.au/services/clear-your-vision/

OCD Not Me

An online program for young people aged 12 to 18 experiencing OCD.
ocdnotme.com.au

Music eEscape

App that allows users to shape and influence their mood using music.
bit.ly/musicescapeapp



BeyondNow App

This is a safety planning app that you can work through if you're having thoughts of suicide.
beyondblue.org.au/get-support/beyondnow-suicide-safety-planning

The Brave Program

Online program to support young people aged 8 to 17 with anxiety.
brave4you.psy.uq.edu.au/

moodgym

Online cognitive behavioural therapy skills (CBT) for young people experiencing depression or anxiety.
moodgym.com.au

Smiling Mind

A Mindfulness Meditation App for all ages.
smilingmind.com.au

Out and Online

An online program for same sex attracted young people (18 to 25) that provides support for mental health.
mentalhealthonline.org.au/pages/about-us

my safety plan

This plan can help me to stay healthy, connected and safe.

Date: _____

my warning signs (e.g. thoughts, moods, situations)

activities that help me (e.g. relaxation, self-talk)

professionals I can contact for help

agencies I can contact for help

eheadspace	1800 650 890	eheadspace.org.au
Kids Helpline	1800 55 1800	kidshelpline.com.au
Lifeline	13 11 14	lifeline.org.au
MHCALL	1300 MHCALL (1300 642 255)	
Emergency	000	

Local crisis services:

how I can make my space safer

people I will let know about my safety needs / plan

people and places that can distract me

family and friends I can contact for support

the things that keep me going...

youth participation

We believe that having young people involved in our organisation is the key to delivering the best services for young people. We aim to give young people meaningful opportunities to give advice and feedback on how headspace can improve and better engage with young people in the 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 headspace.org.au/redcliffe or speak to a headspace worker.

cancellation policy

If you can't make your appointment, it is important that you let us know as soon as possible (at least 24 hours before your appointment) so we can offer the appointment to someone else who needs support. To cancel and reschedule an appointment, you can:

- Call us on (07) 3897 1897 (preferred)
- Email us at headspace.redcliffe@openminds.org.au
- Respond to the text message reminder that we send you

If we notice that you are having difficulty attending appointments, we will give you a call to discuss any barriers you may be facing.

privacy policy

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. You can download a copy of the headspace Privacy Policy at headspace.org.au/privacy-policy/ and the Open Minds (our Lead Agency) Privacy Policy at openminds.org.au/privacy-policy/

we welcome your feedback

At headspace Redcliffe we welcome your feedback as it provides our staff with a valuable tool to help improve our services.

If you have a compliment, suggestion or complaint, please go to bit.ly/hsredcliffefeedback or scan the QR code to complete an online form. If you would prefer to speak to someone in person please call the centre on (07) 3897 1897 or drop in to book an appointment.

We will acknowledge your feedback within 2 business days. Our staff take your feedback seriously and we aim to resolve all issues and concerns in a fair, impartial and confidential manner.



join our mailing list, spacebook

headspace Taringa send out a monthly e-newsletter to keep our followers updated on upcoming programs and events, mental health tips and stories, staff and volunteer profiles and much more. To sign up, follow the below steps:

1. Open your phone camera and hover over the QR code
2. Click the web link and fill out your name and email

Having problems with the QR Code?

Try: bit.ly/hsredcliffenews



get in contact

contact us

5-7 457 Oxley Ave
Redcliffe, QLD 4020
PO Box 636 Redcliffe, QLD 4020

p. (07) 3897 1897

f. (07) 3897 1800

e. headspace.redcliffe@openminds.org.au

w. headspace.org.au/redcliffe

we are open

Monday to Friday

We are closed on Weekends
and Public Holidays

Our opening hours vary, please visit our
website or scan our QR code for further
details.



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

This activity is supported by funding from the Australian Government under the PHN Program.

headspace Taringa and Redcliffe are an auspice of 

headspace Redcliffe would like to acknowledge the traditional owners of the land, on which our centre is located, the
Gubbi Gubbi people and pay our respects to the elders, past present and future.

