

self-care & support

It is important that as you support someone, you also look at what you need to remain mentally and physically fit and healthy. It is not selfish to focus on your own needs when you are supporting someone with mental health challenges.

Below are some health resources for family members to seek further support, information, and guidance:

- headspace - www.headspace.org.au/eheadspace
- Carer Gateway - www.carergateway.gov.au
- Head to Health - www.headtohealth.gov.au
- Wellmob - www.wellmob.org.au

feedback

headspace welcomes feedback that helps us improve our services to young people and their families.

If you have any suggestions about how we can improve our service, we'd love to hear from you.

- via our online form, available on our website
- in person at the centre
- by phone on 1800 856 572
- by email to myheadspace@headspacewagga.org.au

We respond to feedback directly to resolve issues in a timely manner and will keep you up to date on any action taken as a result of your feedback.

contact us

headspace Wagga Wagga

1/185 Morgan Street WAGGA WAGGA NSW 2650
Wiradjuri

P 1800 856 572
F (02) 6937 9045
E myheadspace@headspacewagga.org.au
headspace.org.au/waggawagga

Monday to Friday

9am - 5pm

Appointments outside of these hours are available upon request.

Closed public holidays



If you need to speak to someone urgently, please call Lifeline on 13 11 14 or Kids helpline on 1800 55 1800

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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 respect to the Elders past and present who we share this great country.



family roles and responsibilities

headspace values the role and voice of family in young people's care. It's important that you know what to expect from us and that you understand your rights and responsibilities whilst engaging with headspace.



family rights

As family of a young person attending headspace, you have the right to:

- Be valued as a person who plays a vital role in the support and care of the young person;
- Be respected regardless of culture, language, disability, gender, sexual orientation, religion, age or lifestyle;
- Participate in the clinical care and decision making with the young person's consent, where appropriate to do so;
- Have your perspectives invited, heard and respected;
- Receive clear information about the service that headspace provides and be given the opportunity to ask questions;
- Have your privacy and confidentiality respected;
- Have your health and wellbeing considered;
- Be given information and resources that encourage self-care for family who are supporting a young person;
- Provide feedback or suggestions in relation to headspace services.



headspace values the significance of family in a young person's life. A family inclusive approach actively supports a young person's family and facilitates their involvement in the professional care and support of the young person.

who is family?

At headspace, family is defined uniquely by each young person. Family is considered an integral part of a young person's circle of care. Family and other caregivers - whether by birth, choice of circumstance - hold a significant role in supporting a young person by fostering a sense of belonging and connection through their shared experience.

The term family may include parents, caregivers, siblings, partners, Elders, kin, mentors and other community members who are viewed by the young person as people who play a significant emotional, cultural, faith-based or other role in their life. At headspace we acknowledge and respect the diversity of families across Australia. headspace is committed to the reflective practice of cultural humility and the need to meet families where they are.

family responsibilities

As family of a young person attending headspace, you have the responsibility to:

- Respect all headspace staff, regardless of culture, language, disability, gender, sexual orientation, religion, age or lifestyle;
- Support the dignity and autonomy of the young person;
- Support the healthcare options that are consistent with the young person's choices and wishes;
- Consider the perspectives and skills of headspace staff in providing support for the young person;
- Contribute to the recovery and resilience of the young person;
- Inform headspace staff if the nature of your supporting role is compromised or changed;
- Maintain the confidentiality of the young person you are supporting and others you meet at headspace;
- Respect that whilst sharing of information is important, not all information about the young person or service provided will always be shared.

This brochure was originally developed by the team at headspace Adelaide and adapted for use across the headspace Network.