



"gawaymbanha" welcome to headspace Dubbo

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headspace.org.au/dubbo
ehheadspace.org.au



headspace Dubbo is operated by Marathon Health and funded by the Western NSW Primary Health Network (WNSW PHN), an Australian Government Initiative.

Everyone is welcome at headspace



what's in this booklet?

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why it's good to get support

Research shows that 75% of mental health issues emerge before the age of 25.

By getting support early, you can help reduce the chance of developing more serious problems later on.

headspace can help if you're:

- feeling down
- stressed or worried more than usual
- having trouble with your relationship, family or friends
- wanting to talk about sexuality or gender identity
- just not feeling yourself, or if you've noticed you're thinking, feeling or acting differently.



headspace Dubbo acknowledges and celebrates the Traditional Custodians of this Wiradjuri country and we pay our respects to Elders, past and present.

headspace Dubbo

headspace Dubbo is a free and confidential service that can help young people aged 12 to 25 with their mental health and wellbeing.

We provide assistance in 4 key areas:

- mental health
- physical and sexual health
- alcohol and other drugs (AOD)
- vocational support

Our services are welcoming and inclusive, regardless of race, cultural background, religion, sexual orientation, gender or disability.



do you need urgent help?

headspace Dubbo is not a crisis service.

If you, or someone you are with, are hurt or need immediate support, please call 000 (Ambulance, Police, Fire Brigade).

If you feel like you might act on any thoughts or plans to harm yourself, contact:

Lifeline: 13 11 14 or text 0477 13 11 14

- for people of all ages
- 24/7 telephone support
- online web chat nightly with a counsellor

NSW Mental Health Line: 1800 011 511

- 24/7 urgent assistance for people experiencing a mental health crisis or who need advice or support

Suicide Call Back Service: 1300 659 467

- for people aged 15 years or over
- 24/7 telephone, video or online counselling with a mental health worker



getting support

There are many ways to access information and support about your mental health and wellbeing. You're in charge and can choose the way that suits you best.

information & resources

- the headspace 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 you when you're going through a tough time. To access the headspace website visit **headspace.org.au**
- there are also printed resources on a range of topics available at the headspace hub.

online & phone services

- eheadspace provides free online and telephone support to young people aged 12 - 25 and their families and friends. It's a confidential, free and safe space to talk about what's going on.
- speak 1-on-1 with an eheadspace clinician via an online chat, email or over the phone.
- eheadspace is open 9am – 1am (Melbourne time) 7 days a week.
- group chats are also available and allow you to connect with other people like you. Led by a headspace professional, group chats explore a range of helpful topics.
- to access eheadspace visit **eheadspace.org.au** or phone 1800 650 890.

headspace centres

- headspace centres are here for you. Whether you need information or someone to talk to – we'll set you up with expert support.
- you can make an appointment at headspace Dubbo in person or by phone or email. Family or friends can also make an appointment on your behalf, provided you give them consent to make the appointment.
- support is also available for family and friends.



who provides services at our centre

At headspace Dubbo, you can work with a range of health professionals, including:

- psychologists
- social workers
- youth workers
- general practitioner (GP)
- sexual health nurses
- mental health nurses
- psychiatrists
- alcohol and other drug workers
- family & carer mentors
- vocational workers

These health professionals work together to make it as easy as possible for you and your family to get the help you need with anything affecting your wellbeing.

how long will an appointment take?

Appointments are usually between 50 to 60 minutes. Sessions with a doctor may be shorter.

how much will an appointment cost?

Services at headspace Dubbo are free.

You may need a Medicare Card to access some free or low-cost services. We can help you work out how to apply for a Medicare Card or access your Medicare details.

If you need further professional support, we may recommend you see a doctor to get a Mental Health Care Plan (MHCP) or an Enhanced Medical Care Plan (EMCP). These plans enable you to access ongoing support for free with one of our Medicare Benefit Scheme (MBS) providers.



english as a second language

Our services are provided in English, however we regularly use interpreter services to ensure that all young people and their families can access support at headspace. In some cases, interpreters can be arranged in advance to support you or your family and friends to communicate with a headspace worker during a session.

A range of flyers, translated into over 20 different languages, are available at our centre to help culturally and linguistically diverse young people and their families understand our services.

For more information, please speak to a headspace worker or visit Mental Health in Multicultural Australia at mhima.org.au

information for young people

visiting headspace for the first time

During your first visit we'll aim to get to know you a little better. It's all about setting you up and connecting you with the best support. Here's what you can expect:



Fill in a
registration
form

Complete a
brief survey
on an iPad

See a
headspace
worker

You'll be given the opportunity to:

- tell us why you're seeking support
- meet our friendly staff
- share what's been impacting your wellbeing

Then should you choose to continue with headspace you will work with your headspace worker on achieving your wellness goals and may see other services along the way from within the centre to assist you with this such as our GP, nurse, psychologist, drug & alcohol worker, vocational specialist etc.



getting the right support

When you talk with a headspace worker, it's important that you feel safe and comfortable. Some people prefer to seek support from someone of the same gender, or someone who understands their cultural background. We'll do our best to make sure this happens.

If you don't think your headspace sessions are working out, there could be a few reasons. It might be because it is hard to talk through certain issues, or it might be that you and your worker are not the right fit.

Whatever the reason, don't give up. You have the right to work with someone you connect with. If you feel comfortable, you can talk with your worker about how you are feeling and together you can find a way forward. If you don't feel comfortable talking to your worker about this, that's OK. All you need to do is let us know through our admin staff. We'll take it from there and get back to you.

involving family and friends

We believe that family and friends play an important role in your path to better wellbeing. We understand that there may be many different types of family and friends that are important in your life.

Wherever 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 friend involvement at headspace is respectful of your privacy and confidentiality.



keeping a healthy headspace

Good mental health and wellbeing allows you to live your life in a positive and meaningful way and cope with life's changes and challenges.

There are a number of ways you can look after your mental health and wellbeing every day.

Here are a few ideas:

- eat well and drink plenty of water
- get enough sleep
- unplug your phone, television or computer
- stay active
- engage in a hobby
- stay connected to others
- cut back on alcohol and other drugs

your participation

We believe that your involvement is key to our ability to provide the best services possible.

Our youth reference groups offer meaningful opportunities for you to get involved with our centre and the local community.

If you are passionate about mental health and wellbeing and creating support services that best meet the needs of young people, we encourage you to join our youth reference group.

You will have the opportunity to get involved in a number of ways – like providing input into our services, programs and resources or planning and helping out at community events.

For more information about these groups or to get involved, speak to a headspace worker.

what's on at the centre

At headspace Dubbo, we offer a range of options for you to access information and supports including social & cultural groups and therapy programs.

Our groups are run by headspace workers and community mentors. Groups run during school terms, however special programs may also be offered during school holidays.

To stay up to date with what's on offer speak to your headspace worker, check out our socials @headspaceDubbo on both Facebook & Instagram.



our commitment to inclusive practice

headspace is committed to embracing diversity and eliminating all forms of discrimination in the provision of health services.

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



rights and responsibilities

It is important you know what to expect from headspace and what your responsibilities are while you're receiving support. We're committed to respecting your rights, and we want to work with you to make sure you receive all the support you need to achieve your goals.

You have the right to:

- be treated with respect, dignity and consideration.
- be treated by experienced and skilled health workers; and to know their name and qualifications.
- be informed about services available, how they operate and any related rules or regulations.
- have someone speak on your behalf if you choose.
- ask for and be given a clear explanation about your emotional or mental health problems and plans for care and treatment.
- be involved in the decision-making about your care, treatment and discharge planning.
- ask for a second opinion, subject to available resources.
- access services that support you to live, work and participate in the community to the full extent of your capabilities.
- request access to your own headspace medical records. Please note, receipt of information can take up to 45 days, depending on the information requested.
- expect that only those involved in your treatment have access to your personal information. This may include your GP or other service providers with your consent.
- have your family/carer/friend involved in your care. You are encouraged to nominate the person you would like to be your 'primary carer' or exclude any person who you don't want to receive information about your care and treatment, subject to some conditions.
- timely and high-quality treatment; appropriate to your age, gender, religion, language and cultural background.

Your responsibilities include:

- to act in a respectful manner towards staff and other young people.
- ensure the information you provide is accurate to the best of your ability and knowledge.
- to ask someone if you have not understood something.
- to participate as far as possible in reasonable treatment options.
- to notify headspace if you are not able to keep an appointment or if your personal contact details change.
- not to attend appointments under the influence of alcohol or other substances.
- to acknowledge responsibility for the consequences of your decisions to accept or reject advice.
- to understand health care workers are bound by law to keep accurate written records of interviews and to report any suspected family or domestic violence.

information privacy and security

headspace is committed to protecting your privacy. The privacy policy sets out how we collect and manage personal information and the steps we take to protect it. You can download a copy of the headspace Privacy Policy at headspace.org.au/privacy-policy/

our duty of care

If your communication with us raises safety concerns we will try to contact you to check that you and/or others are safe. If necessary, we may need to pass on your contact information (if you have supplied it) to authorities who can help protect you and/or others, such as a crisis service or the police. Where possible we will work with you openly, letting you know if our concerns reach the point where we need to involve other services.

information for family and friends

can family and friends get involved?

headspace is an inclusive service that encourages support from family and friends.

We know from research that involving family and friends in a young person's care helps improve health outcomes, so wherever possible, we seek to provide meaningful opportunities for family and friends to participate.

How family and friends can be involved in supporting a young person will depend on many things including the young person's age, life experience and how they feel about the involvement.

All family and friend involvement at headspace is respectful of a young person's privacy and confidentiality.

can family or friends access headspace on behalf of a young person?

Family or friends can make an appointment on behalf of a young person, if the young person consents to the appointment.

If a young person is not yet ready to access headspace services, family or friends are welcome to contact headspace Dubbo to learn how we can help and what resources are available. We are able to provide advice on how to care for a young person experiencing a mental health difficulty and how to help them engage in services.

Support for family and friends can be provided at a scheduled appointment or offered over the phone.

what do you offer for family and friends?

At headspace Dubbo, we know that young people need support from family and friends. To help family or friends address any needs, we offer regular Family & Friends workshops to discuss common issues affecting young people and their mental health and how family & friends can support them through this time.

Referrals can also be made to Family & Carer support programs to provide additional support including monthly support groups to enable you to meet other family & friends going through similar situations.

Tuning into Teens workshops are also offered regularly either at headspace Dubbo or with other agencies in our community. Speak to your headspace worker if you would like further supports so we can assist you with the most appropriate referral pathways.

headspace also have a range of online information and webinars that provide great ideas for family and friends. You can find this info and also contact an eheadspace to speak with a family worker or mental health clinician at eheadspace.org.au

how can I contribute

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 to access medical records

Requests for medical records need to be made in writing and a consent form will need to be completed by the young person. You should hear back from us within 7 days regarding your request. However, receiving the information itself can take up to 45 days, depending on the information requested.

how can I support a young person between appointments?

It's important that young people feel supported by their family and friends, especially when wait times for appointments may vary.

Some ways you can provide support:

- keep communication open, show empathy and don't rush into judgements
- be available without being intrusive or 'pushy'
- spend time with them
- take an interest in their activities and encourage them to talk about what's happening in their life
- take their feelings seriously
- encourage and support their friendships
- encourage activities that promote mental health such as exercise, healthy 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.



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 person at our centre
- on an iPad at our centre
- by phone
- or by email

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

Our contact details can be found on the front cover of this booklet.

further information and support

The following agencies can also help with information and support.

national agencies

eheadspace

eheadspace.org.au

1800 650 890

free online and telephone support and counselling to young people 12 - 25 and their families and friends

9am – 1am (Melbourne time), every day

Youthbeyondblue

youthbeyondblue.com

1300 224 636

Information, online chat, email and 24/7 phone support

Mensline

mensline.org.au

1300 78 99 78

24/7 phone counselling for men 18 yrs and over.

QLife

qlife.org.au

1800 184 527

Online chat and phone counselling for lesbian, gay, bisexual, transsexual and intersex (LGBTI) young people

3pm - midnight, every day

ReachOut

reachout.com

Information, tools, forums and apps to help cope with tough times and improve wellbeing

Sane Australia

sane.org

1800 18 (SANE) 7263

Information about helping someone experiencing a mental health crisis.

Online chat & phone support weekdays
10am - 10pm (AEST)

family & youth focused agencies

CatholicCare Wilcannia-Forbes

ccwf.org.au

02 6883 4600

family & carer mental health support, financial counselling, referral service.

Carer Gateway

carergateway.gov.au

1800 422 737

Help & advise for carers inc Respite. 6 free sessions of phone counselling.

Uniting - Reconnect

uniting.org/services/youth-services

02 6884 5254

Support, advocacy, referral, mediation for young people 12-18 yrs and their families.

Uniting - Doorways

02 6884 5254

Supports for young people 16 to 23 yrs who are homeless or at risk of becoming homeless. Accommodation and case management.

DHUB

bamara.org.au/dhub

0448 613 166 (Brooke)

Providing confidence and support to young Aboriginal students Years 5-12 in Dubbo & Wellington to transition successfully between primary, secondary schooling and onto tertiary education or meaningful longterm employment. Focus on culture, choices and aspirations.

Migrant Support

dnc.org.au/migrant-support

02 6883 2300 (Denise)

Providing support through advocacy, educational and social groups, referrals for migrant families and their children.

