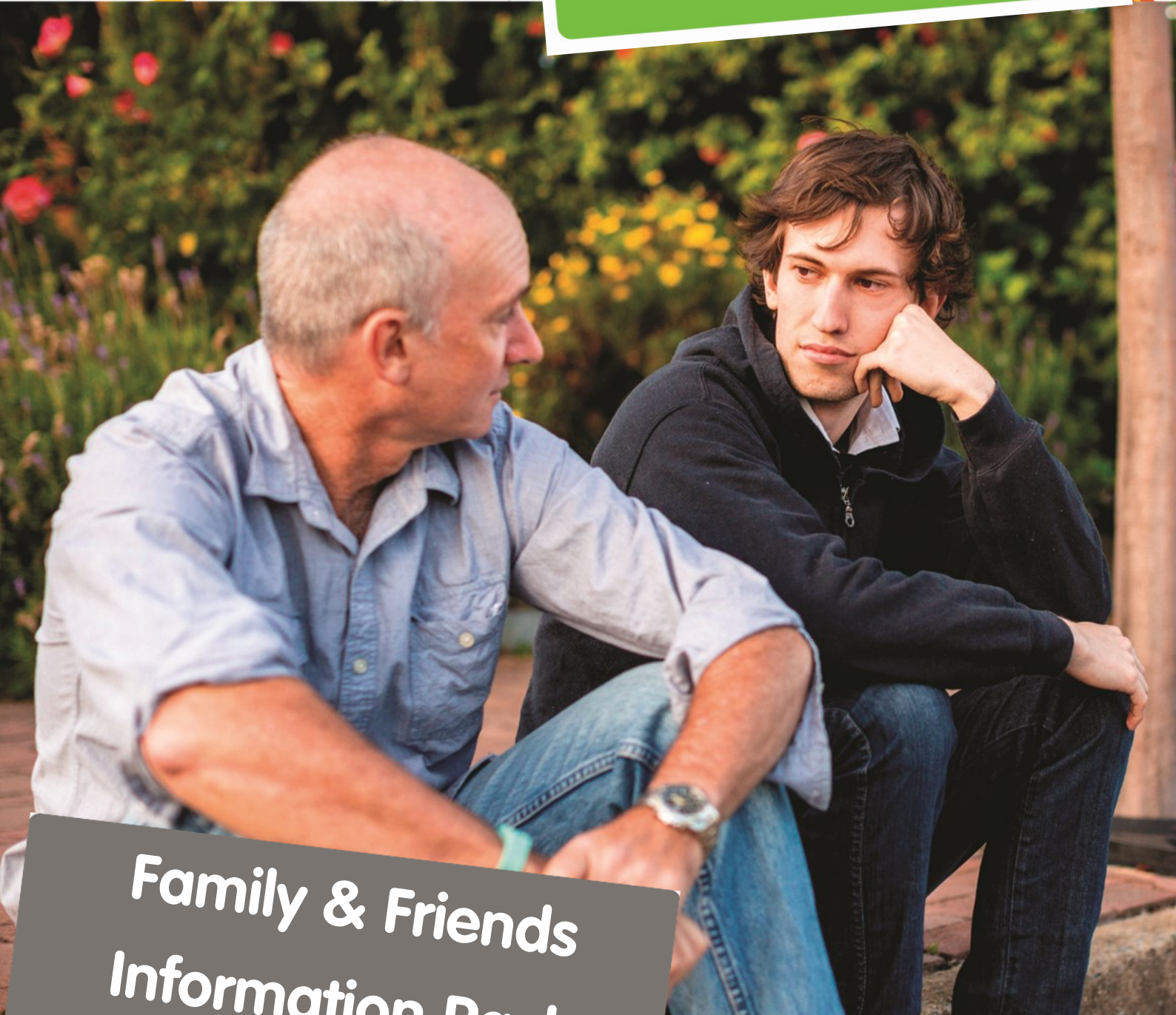




**headspace**  
Goulburn



# Family & Friends Information Pack

**headspace Goulburn**

13-17 Verner Street

Goulburn 2580

(02) 4824 4944

[www.headspace.org.au/headspace-centres/goulburn/](http://www.headspace.org.au/headspace-centres/goulburn/)

[headspace.org.au](http://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.





Dear Parents, Families and Friends,

Thank you for making contact with **headspace** Goulburn. We value your involvement and ongoing contribution to the support of the young people who attend our services.

At **headspace** we believe treatment outcomes for young people are often better when families and important people in their lives are supported to understand what is happening for them.

While young people are at the centre of everything we do, at **headspace** we work from a family inclusive perspective. This means we will always try to include you in planning and decision making and can offer additional support to you when it is needed.

We hope your experience with **headspace** Goulburn is a positive one and we are always happy to take your feedback at any time as it helps us deliver the best service possible to the young people you care about and yourselves.

With Warm Regards,

The **headspace** Goulburn Team.





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## Welcome to headspace

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 leaders

How you can be involved in supporting your young person will depend on many things - including the young person's age, life experiences and their feelings about family involvement. Wherever possible, we advocate for and provide meaningful opportunities for family and friends to directly participate in our services.

This pack will introduce you to our service and where you can find further information and support for you and your young person.



# 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 & Sexual Health**

**Work, School & Study**

**Alcohol & 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
- Is concerned about their use of alcohol and drugs
- Is worried about a friend or family member
- Needs advice about work or study
- Needs to discuss relationships, sexuality or their sexual health



**headspace is a safe space that welcomes and supports young people from all cultural and linguistic backgrounds, sexual gender orientations, religions, financial circumstances and life experiences.**



## Some of our values are:

### Family and Friend inclusion

**headspace** Goulburn acknowledges that families and friends play an integral role in the lives of young people. Wherever possible we seek to include parents, families and friends in the work we do and appreciate feedback and suggestions on how to improve our services. We can even offer you direct support through appointments with our headspace Family Clinician.

### Youth participation

**headspace** Goulburn believes in working together with young people and the important people in their lives. We believe they have the right to be involved in decisions that affect their lives and the right to decide what is best for them. We acknowledge that young people and their families are the experts in their lives and will actively involve them in care planning and decision making

### Respecting Culture

headspace Goulburn recognises that young people have a range of cultural identities that influence their perceptions of the world and their place in the world. We will respect your cultural background and uphold your cultural beliefs. We are committed to working in a culturally respectful and competent way with young people, their families and friends.

### Families with English as a second language

headspace services are provided in English. In some cases 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](http://mhima.org.au)





# No Wrong Door

It is our job to support a young person to find the right service to meet their needs. When coming to **headspace** Goulburn for assistance we will do everything we can to help build the right 'support network' for that individual; which may be in **or** outside of **headspace** (or a combination of both).

If the most appropriate treatment or support is not available through **headspace**, we will work with the young person and / or their family to assist them to access the right services.

## Mental health difficulties and young people

Mental health difficulties are the most common health challenges for young people. Between 20-25% 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.

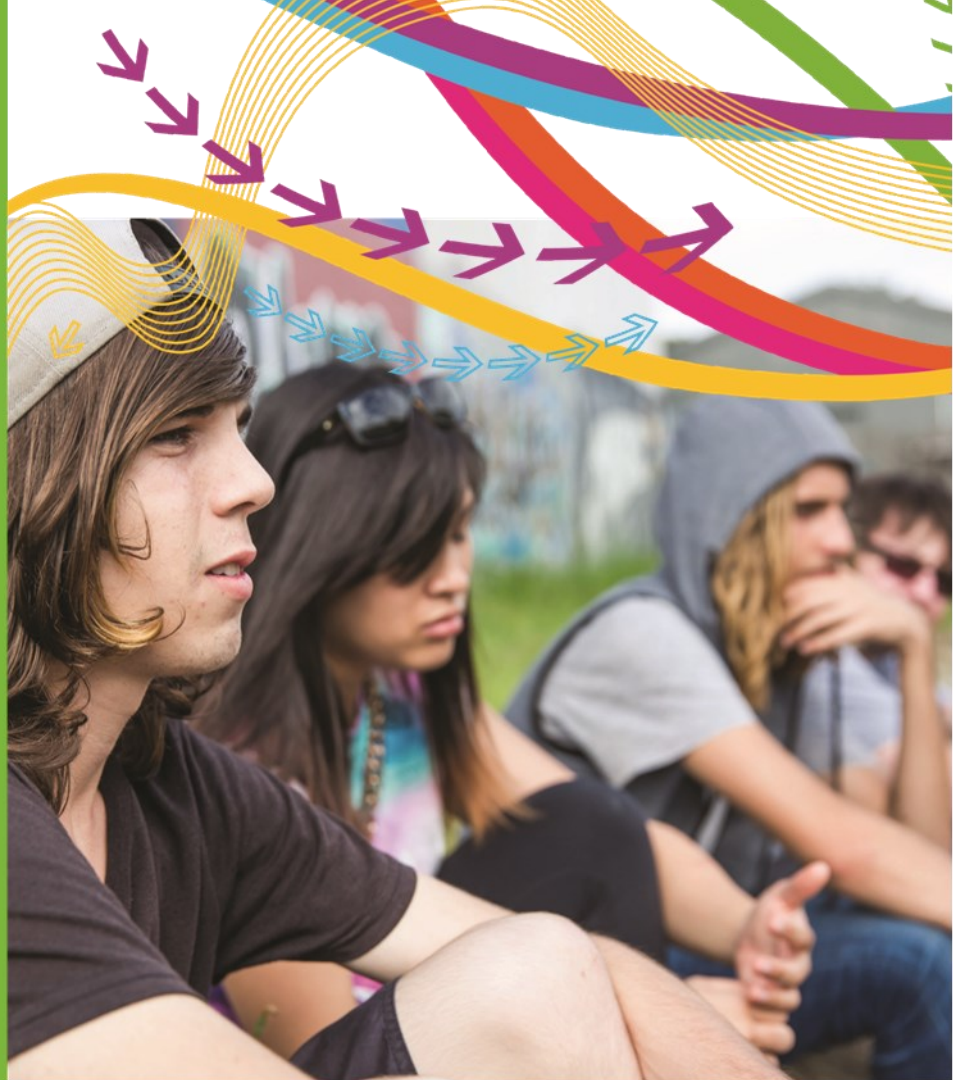
Getting help early for a mental health difficulty takes a lot of courage, but it makes a big difference to how quickly a young person gets back on track with their life.



## Some important things to Remember about young people

As a family member or friend you are an expert on the young people in your life and are a valuable part of their support network. All young people are unique individuals but they also share some important things in common:

- Young people need a sense of belonging, connectedness to their family, friends and community and to make a meaningful contribution
- Firm and consistent boundaries are essential and often more effective when the young person is involved in negotiating the 'rules'
- A balance between self responsibility and support helps a 'child' grow into an 'adult'
- Young people need to do things differently from their parents to become individuals in their own right. It is natural for them to question the things their families say and do
- Try to stay confident in yourself and the role you play in their lives, but also be open to learning



## 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 health 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 to support a young person

When someone in your family has mental health concerns:

- Keep communication open, show empathy and don't rush into judgements
- Be available without being intrusive or "pushy"
- Spend time with the person. Take interest in their activities and encourage them to talk about what's happening in their life
- Take the person's feelings seriously
- Encourage and support positive friendships
- Encourage activities that promote mental health, such as exercise, healthy eating, regular sleep and doing things the person enjoys
- Give positive feedback
- Let the person 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:**

**<https://headspace.org.au/friends-and-family/health-and-wellbeing/>**





**Feeling down, tense, angry, anxious or moody are all normal emotions for young people.**

**When these feelings persist for long periods of time, or if they begin to interfere with their daily life, they may be part of a mental health problem.**

## **Warning signs**

Most parents can tell when something is out of the ordinary but there are also signs that suggest a young person might be experiencing a mental health problem. These are new, noticeable and persistent changes in the young person, lasting at least a few weeks, including:

- Not enjoying, or wanting to be involved in things that they would normally enjoy
- Changes in appetite or sleeping patterns
- Being easily irritated or angry for no reason
- Their performance at a school, TAFE, university or work is not as good as it should be or as it once was
- Involving themselves in risky behaviour that they would usually avoid, like taking drugs or drinking too much alcohol
- Experiencing difficulties with their concentration
- Seeming unusually stressed, worried, down or crying for no reason
- Expressing negative, distressing, bizarre or unusual thoughts



# How headspace can help!

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](http://headspace.org.au)

**headspace** Digital Work and Study Service offers support for 15 - 24 year olds to assist with things like resume writing, career planning, job searching, interview preparation, exploring suitable education options as well as sourcing financial support for education.

To find out more visit:  
[digitalworkandstudy.org.au](http://digitalworkandstudy.org.au)  
or phone **1800 810 794**

2

## eheadspace

**eheadspace** is our national online and telephone 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.

To access **eheadspace** visit [eheadspace.org.au](http://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 and friends can also make an appointment on behalf of a young person, if the young person consents to the appointment.

## ! 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**

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

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

For contact details please see 'Other Support' on page 20.

# So, who works at headspace?

## Mental Health Clinicians

This includes workers with a range of professional backgrounds such as registered psychologist, youth counsellors and social workers. **headspace** Goulburn have access to psychiatrists through telepsychiatry (e.g. appointments via Skype).

Mental Health Clinicians can help if you're experiencing significant changes in your mood and / or behaviour. They can help if you're having trouble at home or with friends, if you're being bullied, hurt or harassed, worried, or if you're just not feeling yourself.

## Community Engagement Officer

The Community Engagement Officer is the person behind our Facebook posts, the person who helps plan and organise events in the community and who facilitates many of the groups and meetings at **headspace**. Our Community Engagement Officer works hard to make sure young people are the voice of **headspace** and help to raise community awareness about important issues that impact on the mental health and wellbeing of young people in Goulburn and surrounding areas

## Work, school and study

**headspace** work and study specialists can help you if you're struggling at school, unsure what course you want to do, need a hand writing a resume or if you are searching for a job.

## Youth Care Co-Ordinator

A Youth Care Co-ordinator provides short-term care co-ordination to young people and their families. They provide practical assistance, referral and advocacy and work closely with other members of **headspace** Goulburn and external service providers.

A Youth Care Co-ordinator is a supportive and practical option for young people who might be in a transitional period of their life, need some short term support in managing immediate goals or have had a sudden change in circumstances and need some crisis support.

## Doctors and Allied Professionals

This includes our youth friendly doctors and nurses, dieticians and exercise physiologists (please note: some services are offered off site with our service partners).

Doctors and nurses can help you with issues related to sexual health including contraception and STI checks, any physical health issues, drug and alcohol issues or relationship problems, They can review your mental health if you notice any changes and can work with you to develop a Mental Health Treatment Plan (MHTP).

Dietitians and exercise physiologists can support you in managing injuries, health conditions, improving your general health and fitness goals, body issues and weight management.

## Family Clinician

Sometimes young people and their families might need some support to help resolve issues being experienced by the whole family which may be impacting upon the families' ability to help each other.

The **headspace** Family Clinician can work with young people, parents and families to provide short term support with achieving family focused goals. They can also support families to link in with local support services.

## Alcohol and other drugs services

If drugs and alcohol are starting to impact things that matter to you, like your mental health, well being or friendships, **headspace** can help.

**headspace** Goulburn can link you in with our partner agency that supports young people with goals around addressing drug and / or alcohol issues.

We can also link you with other services in the community that may assist you in this area.



# Mental Health Treatment Plans

- To see a Mental Health Clinician at **headspace** a young person will need a Mental Health Treatment Plan (MHTP) from the doctor.
- A MHTP is a document outlining the mental health issues they are experiencing and what type of treatment the doctor thinks will be helpful
- Having a MHTP means you don't have to pay for visits as they are covered by Medicare
- They will be eligible for 6 visits in a calendar year but if more are needed, a further 4 can be approved following a MHTP review.
- To get a MHTP you need to see your doctor and discuss it. It's a good idea to ask for a long appointment as they will take a detailed history and spend some time with you discussing support and treatment needs.
- If you want some assistance with this, **headspace** staff are more than willing to help - so just ask!
- All services offered by **headspace** are free of charge
- To see a Mental Health Clinician, a young person will need a Mental Health Treatment Plan from the doctor. For other services such as Youth Counselling, Care Coordination or Family Clinician, no plan is required.



# What happens when a young person visits headspace?



## At the first visit

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

1.

Be greeted by admin worker who will ask the young person to complete a registration form. They are also given forms regarding:

- their rights & responsibilities
- privacy laws
- informed consent
- cancellation procedure

2.

Complete a brief survey on iPad

3.

See a headspace clinician who will:

- Orientate the young person to headspace and what to expect. The above mentioned forms are explained to ensure the young person understands the information particularly bounds of confidentiality.
- Complete an assessment
- If young person feels comfortable, family members are welcome to attend

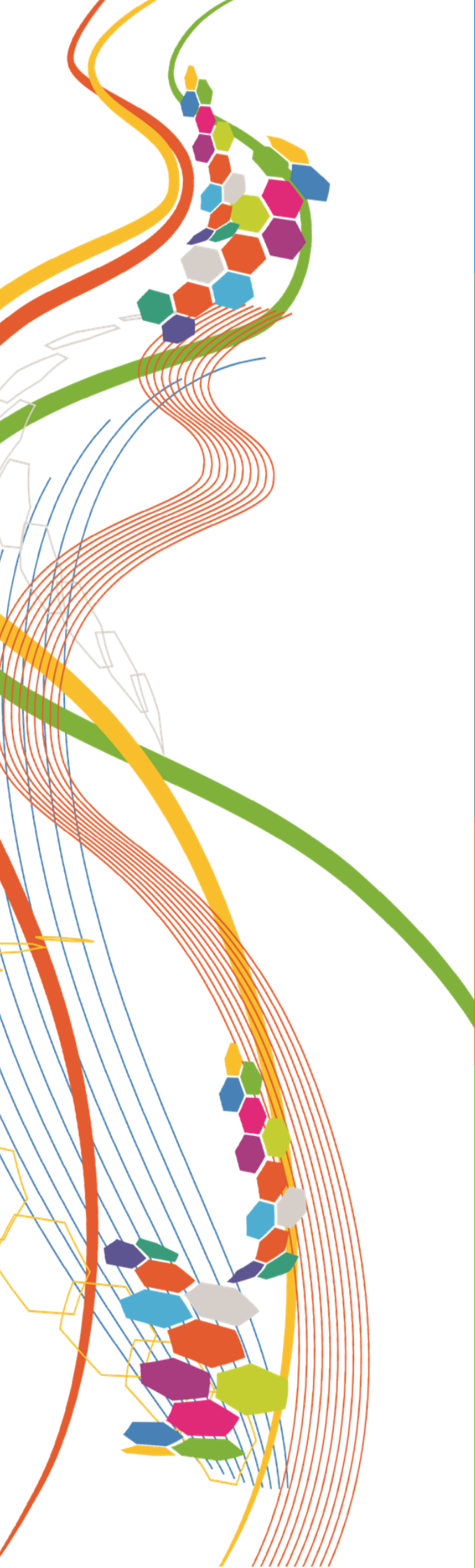
## After the first visit

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

Work on goals with such as:

- Brief intervention and problem solving with a qualified clinician
- Early intervention and supportive counselling with one of our clinical team
- Involving a family member, carer or friend increase their understanding of the young person's issue and support learned coping strategies and relapse prevention.
- Referral 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 doctor to access a particular service, **headspace** can help arrange this.





## How long will an appointment take?

Appointments usually last 50 minutes to an hour.

Sessions with a doctor might be shorter.

## What does my young person do while they wait for an appointment?

We have included a list of online and phone support services that you can access while you are waiting for a **headspace** services.

**eheadspace** is a great option. **eheadspace** is a confidential, free and secure space where you and your family can chat, email or speak on the phone with a qualified youth mental health professional.

**Ph: 1800 650 890**

**Website: <https://www.eheadspace.org.au/>**

## How much will an appointment cost?

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

## Do I attend the appointment with my child?

This will depend on what each individual young person would prefer.

They might choose to attend appointments on their own or they may be more comfortable having you there, especially in the beginning.

They might appreciate having you there for part of the appointment only.

It's helpful to discuss expectations around your involvement together before coming to the appointment.

# So what about privacy?

## 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 14:

A parent or legal guardian is the appropriate person to give consent to access our service.

If the young person is between 14 and 16:

It may be possible for a young person to consent to treatment without parental permission. However, 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 their wellbeing.

If the young person is over 16:

They are able to access **headspace** services without parental involvement.

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

## Confidentiality

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

- 1) at risk of harming themselves or someone else
- 2) at risk of being harmed by others or
- 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.







**What if things are getting worse or we are in a crisis?**



**If you feel that you need more support while you are waiting or your situation has changed please call us on 4824 4944**

**If you feel you are in an emergency situation or need immediate assistance contact:**



- **mental health services 1800 011 511,**
- **Emergency services on 000,**
- **Or go to your local Emergency Department**

**If you are in crisis and need to speak to someone urgently, call: Kids Helpline 1800 55 1800 or Lifeline 13 11 14.**



## 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
- ✓ Get enough sleep
- ✓ Stay active
- ✓ Work towards a goal
- ✓ Have fun
- ✓ Stay socially connected

## Looking after your physical health will help you be less vulnerable to stress.

Are you eating properly and getting enough sleep? If not, how can you address this?

You also need to continue to engage in pleasant and enjoyable activities. Do you have time to do the things that are meaningful for you? If not, how can you make time?

## Reducing Stress

**Strategies to draw on to assist you when feeling under stress:**

Listen to music;

Getting out into nature;

Exercising, even if it is just a walk around the block;

Indulging in a massage;

Relaxation exercises;

Yoga;

Catching up with friends to talk about something else.





## How can I contribute to headspace?

Family & 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.

## Further information and support

If we can support you in anyway let us know.

### Parent Support Sessions:

From time to time **headspace** Goulburn has parent information sessions and support groups run by **headspace** staff and guest speakers. Please register your interest for with our team.

To get the most up to date information on events, information sessions and support groups, please check out **headspace** Goulburn's Facebook page or go to our website:

[www.headspace.org.au/headspace-centres/goulburn/](http://www.headspace.org.au/headspace-centres/goulburn/)

### Feedback:

We always want to know what you think. **headspace** Goulburn is committed to providing a safe, culturally appropriate and inclusive service to all young people and their families and friends. If there is something we are doing well or could do better please let us know:

<https://www.gph.org.au/improving-our-service>

You are also welcome to contact us on (02) 48 244 944 and ask to speak to the Service Manager.



## Other Support

**beyondblue**  
**1300 224 636**  
**beyondblue.org.au**

Information about supporting someone with depression or anxiety.  
Online chat & 24/7 phone support.

**Black Dog Institute**  
**blackdoginstitute.org.au**

Information about 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.

**Mental Health Line**  
**Ph: 1800 011 511**

This is a 24hr mental health telephone access service. Anyone with or caring for a person with a mental health issues can call to speak with a professional and be directed to the right care and support for them.

**Parentline**  
**Ph: 1300 1300 52**

Available: 9am - 9pm Monday to Friday  
4pm - 9pm Saturday & Sunday

Parentline is a telephone counselling, information and referral service for parents of children aged 0 to 18 who live in NSW.

**Drug & Alcohol Information & Referral Line**  
**Ph: 1300 652 226**

Available: 9am - 4.30pm Monday to Friday  
Support and referral around drug and alcohol problems.

**Kids Helpline**  
**Ph: 1800 551 800**

24/7 phone and online counselling for 5 to 25 year olds.

**Anglicare Goulburn**  
**Ph: 4823 4000**

Provides early childhood education and care, youth and family services, emergency accommodation and support.

**Marymed**  
**Ph: 4827 1600**

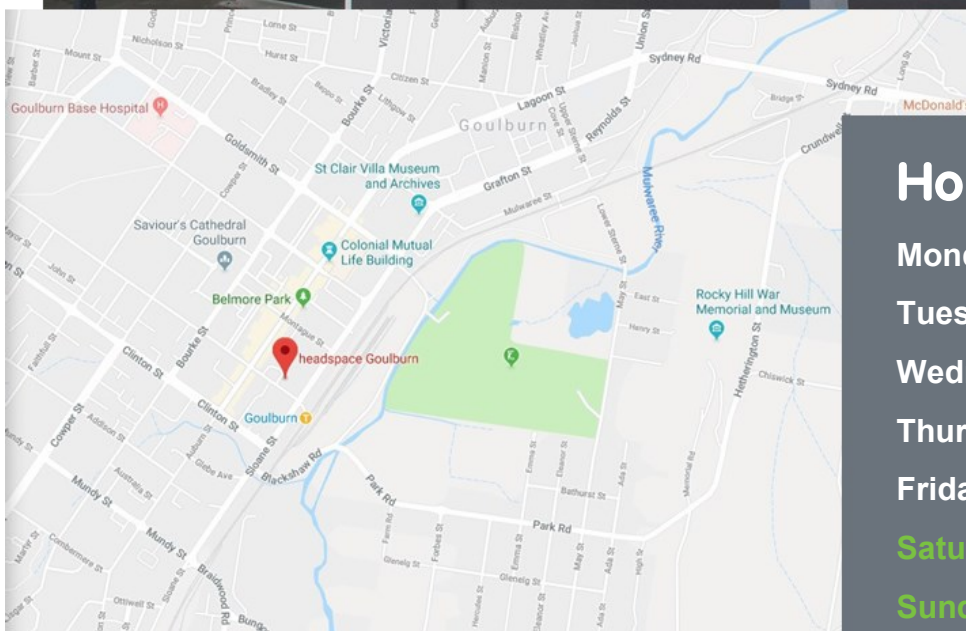
Offer the Family referral Service Program which supports families and young people access support networks.



# So how do I get to headspace?

We are located at **13 –17 Verner Street, Goulburn**

Just across the street from Woolworths



## Hours

Monday:	9.00am - 5.00pm
Tuesday:	9.00am - 5.00pm
Wednesday:	9.00am - 5.00pm
Thursday:	11.00am - 7.00pm
Friday:	9.00am - 5.00pm
Saturday:	Closed
Sunday:	Closed

## headspace Goulburn

13-17 Verner Street

Goulburn

(02) 4824 4944

[www.headspace.org.au/headspace-centres/goulburn/](http://www.headspace.org.au/headspace-centres/goulburn/)