

welcome pack for family and friends

**we welcome your young person to
headspace Redcliffe, a place for them
to be themselves.**

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:

Family Members:
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 people. 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.



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common myths about mental health

Myth #1: 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 #2: 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 #3: 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.

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 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

mental health difficulties and young people

Mental health difficulties are the most common health challenge for young people. Between 20 to 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 takes a lot of courage, but it makes a big difference to how quickly a young person gets back on track with their life.

we keep young people at the heart of our services

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

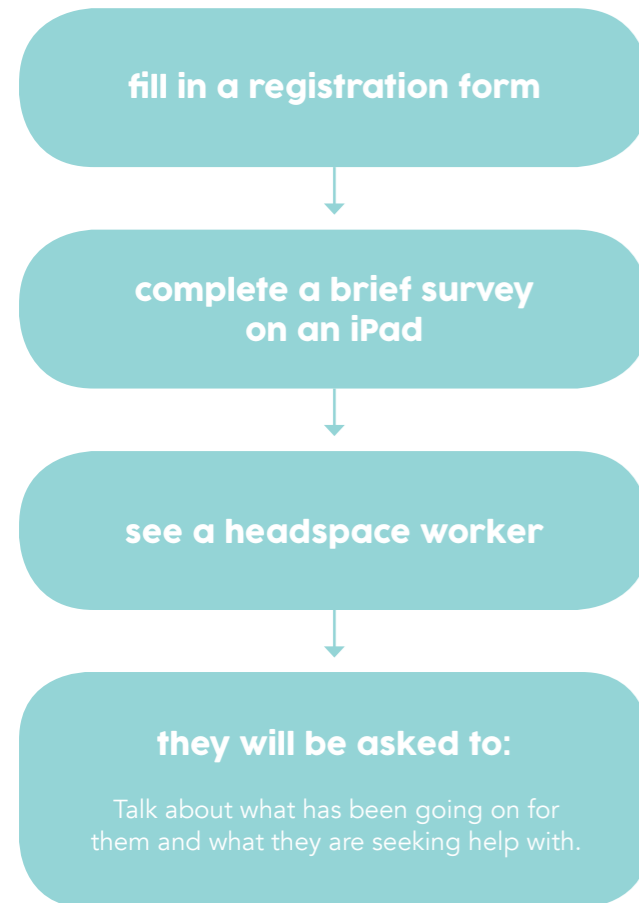
If your young person is experiencing more severe difficulties, they may be eligible for specialist clinical mental health services. For contact details, see further information and support section.



when your young person visits headspace

at the first visit (intake)

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



At the end of the session, your young person and the headspace worker will discuss suitable options for accessing the right support for them.

You and your young person 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 your young person wants to access support from headspace, your headspace worker will help to connect them 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 your young person straight in. For others, they 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 your young person 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 your young person 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 your young person informed.

we have a 'no wrong door' policy

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

what is a mental health care plan?

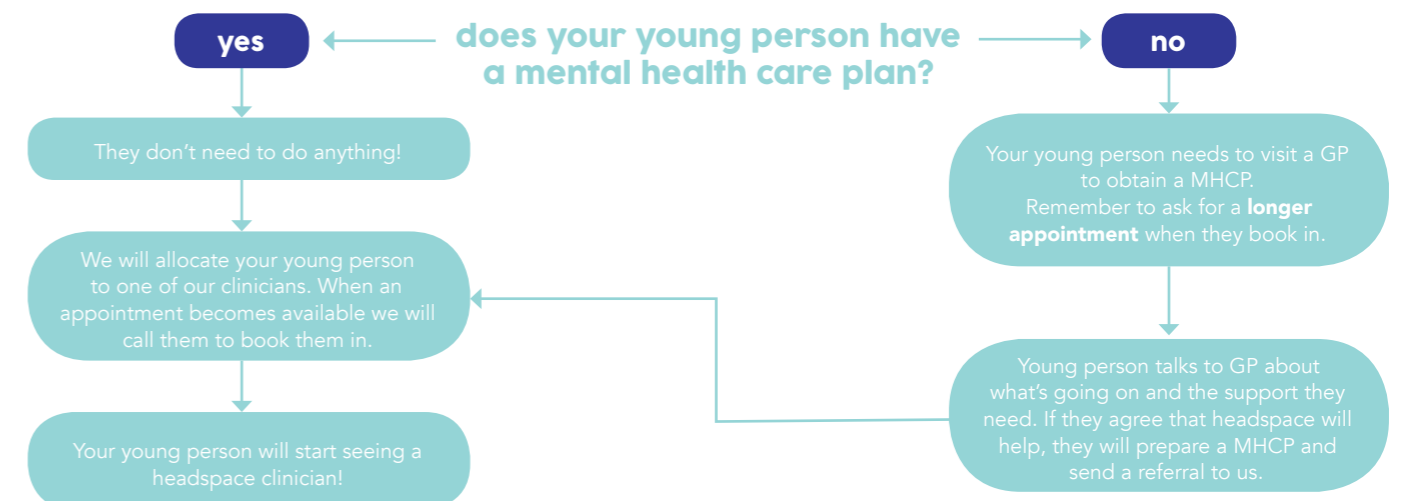
Most counselling sessions with mental health clinicians at headspace are funded through Medicare. We bulk-bill these sessions, which means that there is no cost to your young person. In order to access this support your young person will be required to see a GP to obtain a Mental Health Care Plan (MHCP).

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

important points

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

the process of a mental health care plan





supporting a young person while they're 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 judgments
- 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 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/life-issues/

a little more information

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

consent and confidentiality

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 16: 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 16: 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.

confidentiality

When a young person talks to a headspace worker their information will not be shared without their consent, unless otherwise outlined in our Client Agreement & Confidentiality Statement.

If you have any questions about confidentiality, please speak to a headspace worker.

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.



further information and support

How might family and friends be involved?

- You may be invited to partake in sessions (with the young person's consent)
- You and your young person may decide to work on an issue together in a Single Session Family Consultation (SSFC). SSFC is a 90 minute professionally-facilitated session for a young person and their family members to discuss and work on issues 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

To find out about upcoming opportunities, visit our family and friend involvement page bit.ly/familyandfriendinvolvement



join our mailing list, spacebook

headspace Redcliffe 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



frequently asked questions

what can I do for my 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
- Turn off your phone, television or computer
- Get active
- Engage in a hobby
- Spend time with friends
- Practise gratitude - notice things you are grateful for
- Check in with your emotions in a space where you feel comfortable

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 long will an appointment take?

Depending on the appointment, sessions generally go for an hour. For specific information, speak to a headspace worker.

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.

do we require medicare?

Please note a Medicare card may be required to access free or low cost services. To apply for a Medicare card, go to: bit.ly/medicarecard

To access your Medicare card details, call Medicare on 13 20 11 or speak to your headspace worker.

can I access headspace on behalf of my young person?

If your young person is willing to engage with headspace, 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.

You are more than welcome to ask us about the support and involvement we offer to family and friends.

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

supports for you

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

DV Connect

dvconnect.org
1800 811 811

Domestic violence hotline for abusive and abused partners.

Family Drug Support

fds.org.au

1300 368 186

Support and information for families and friends of drug and/or alcohol users.

National Disability Insurance Agency (NDIA)

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.

Relationships Australia

relationships.org.au

1300 364 277

Support services for individuals, families and communities.

state agencies

ARAFMI

arafmiqld.org

1800 351 881

24 hour free telephone support line for family, friends and carers.

Family and Child Connect (FaCC)

familychildconnect.org.au

13 32 64

Assistance with family issues such as behaviours, strengthening relationships, violence, alcohol, drug or gambling problems, managing money and accessing community or government services.

Homeless Hotline

1800 474 753

Phone information and referral service for people who are experiencing homelessness or are at risk of homelessness.

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.

Parentline

parentline.com.au

1300 30 1300

Parentline is a confidential telephone service providing professional counselling and support for parents and carers of children in Queensland and the Northern Territory.

local support services

Uniting Care

unitingcareqld.com.au/services-and-support/family-support/parenting

Programs designed to support all members of the family.

Anglicare

anglicaresq.org.au/children-and-families/family-and-relationship-support/support-for-families/

1300 610 610

Early intervention support, counselling and group programs for families experiencing stress due to emotional, physical or economic change.

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

crisis support

Lifeline 13 11 14 (all ages)

1300 MHCALL 1300 642 255

Emergency services 000

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.



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headspace Taringa and Redcliffe are an auspice of [openminds](http://openminds.org.au)

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.

