



**headspace**  
Wollongong



# welcome pack

## headspace Wollongong

7 Atchison St

Wollongong NSW 2500

Ph: (02) 4220 7660

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

## 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.





## welcome!

This pack was created to introduce you to our service and direct you to where you can find further information and support.

# 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 Wollongong is a great place to get help if you:

- Want to talk to someone about difficulties in your life
- Feel sad, depressed, anxious or worried
- Would like help with any kind of health issue (e.g. physical, mental, sexual)
- Want to talk about relationships, sexuality, sexual health, or gender identity
- Are concerned about your use of alcohol and/or drugs
- Are worried about a friend or family member
- Are interested in advice or support about work or study
- Are looking to connect with likeminded peers and having your say on headspace operations and events throughout the year
- Need support to sort out an area of your life like housing, work, Centrelink payments, debt and fines, get out and about more etc.
- And so much more

# how headspace can help?

## The headspace website

Our website includes information about mental and physical health, work and study, drugs and alcohol, how to get help. There is also some information for your family and friends so that they may better support you.

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

## 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.

## headspace centres

headspace centres can provide you 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.

You 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 you, if you have consented to the appointment.



## please note!

headspace provides time-limited services for mild to moderate difficulties. It is not an emergency service.

If you 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 you in the community see the further information and support section**

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



## **some of our values are:**

### **Youth participation**

headspace Wollongong believes in working with you and the people important to you. We believe that you have the right to be involved in decisions that affect your life and the right to decide what is best for you. We acknowledge that you are the expert in your life and will actively involve you in care planning and decision making.

Young people provide valuable insight into the planning and operation of this headspace. We actively involve and seek input from young people (please see section on Youth reference Group to find out how you can get involved).

### **Respecting Culture**

headspace Wollongong 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 will work in a culturally respectful and competent way with young people, their families and friends.

### **What if English is my 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 please speak to a headspace worker or visit Mental Health in Multicultural Australia at [mhima.org.au](http://mhima.org.au)**

## **Holistic Approach Holistic Supports**

headspace Wollongong acknowledge that young people have multidimensional lives. We recognise that you are connected to families, friends, school/work communities and the broader community and will work to take a holistic approach to working with you.

## **Family and Friends Involvement**

headspace Wollongong acknowledges that families and friends play an integral role in the lives of young people. With your consent, we will involve your parents, family and/or friends in your care to whatever extent you want that to happen.



## **no wrong door**

It is our job to support a you to find the right service to meet your needs. For every young person who seeks assistance from headspace Wollongong 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.



# common myths and facts about mental health difficulties and headspace

## **There is no hope for people with a mental illness**

There are many supports, treatments and community services available. Recovery from a mental health issue is possible and people with a mental health issues can lead active, meaningful and healthy lives. We focus on helping you with your personal recovery goals.

## **Mental health difficulties are caused by genetics**

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).

## **Non-qualified people cannot help people with a mental health difficulty.**

Friends and family can offer important help and support. A young person's recovery can be boosted by having supportive family and friends on-board. This means that with your agreement we involve your support people in your care to get the best outcomes for you.

## **headspace can only help me if I have a mental health issue.**

headspace Wollongong has different team members that can support you through a range of difficulties you might be having in your life. For example, work or study, drug and alcohol, financial, family, relationships, bullying and the list goes on. If we can't support you within headspace we will help you find who can.

## **Parents and Schools can make you come to headspace**

headspace is a voluntary service. This means that we won't make you attend appointments. If someone is telling you to go to headspace they may be worried about you. We would be happy to chat with you about what's happening in your life and see if there is anything we could support you with. It is then your choice.

## **I can't go to headspace, I have no money.**

All headspace Wollongong services are FREE. We do not charge. Some services may need a Medicare card to access. If you don't have one-don't stress, we can help you. If you are not eligible for a Medicare card (for example not an Australian Citizen) we will still be able to help you.



## SO... how can my friend or myself come to headspace?

If you haven't already contacted and are interested in coming to headspace or you have a friend/partner/sibling who is, it is easiest to call:

**ph: (02) 4220 7660**  
**in business hours**

One of our team will book you a time to chat to someone on the phone. Hate talking on the phone? Rather talk in person? Let us know.

## what if i can't attend my appointment?

We understand that you can't always make your appointments.

We ask that you give us as much notice as possible so we can offer this appointment time to another young person.

Cancelling appointments with notice and letting us know if you don't need to come anymore helps us keep our waitlist short so we can offer more young people appointments without a lengthy wait.

# what happens on my first actual visit to headspace?

At the first visit you will:

## 1.

Be greeted by admin worker who will ask you to complete a registration form. This allows us to gather information we need such as your name, address, date of birth, phone number, an emergency contact person and Medicare number.

You will also given:

- A statement of your expected rights & responsibilities
- A statement of your rights to privacy
- A informed consent form
- Our cancellation procedure

If you feel comfortable to you are welcome to invite your family members to attend.

## 2.

Complete a brief survey on iPad

This involves some short questions which gives the headspace worker a brief summary of some of the issues you are facing at the time. You will complete one of these every time you attend an appointment here.

If you want to know more about the surveys including how we use this information, talk with your headspace worker.

## 3.

See a headspace clinician who will:

Talk to you about headspace and what to expect. The forms given at step 1 are explained so that you have a good understanding of the information, particularly bounds of confidentiality.

They will talk to you about your wellbeing and what you would like support with by coming to headspace. They work with you to identify the goals that you want to work on and to develop a care plan with you.

We will also discuss with you if you would like to include other services inside or outside of headspace.



## does my family/carer/friend come into this appointment?

This is up to you. If you would like someone to come with you as a support person then they are welcome to come into the appointment. You can also come into the appointment alone. Some people even have their family member or friend come in for part of the appointment. We will be directed by you about what level of involvement you want at any given time.

## how long will an appointment take?

Appointments usually last 50 minutes to an hour.



## so what about my privacy?

### Consent

headspace is a voluntary service. Health workers can only provide treatment to you if you give consent (this means your permission to receive treatment). This is something we will ask you about.

#### **If you are 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.

### Confidentiality

When you talk to a headspace worker, what you say is kept within headspace and its lead agency Grand Pacific Health. We cannot pass on information about you without your permission. We may ask you to fill out a form to get your permission to speak to other people such as your doctor, school or other services.

However there are a couple of limits to what we can keep private that you need to be aware of. We may need to let someone know if you tell us that:

- 1) You or a person you know is at significant risk of harming themselves or someone else
- 2) You or another Young person is at significant risk of or is being harmed by others
- 3) You or another person you know 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.

# 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 Wollongong 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 Wollongong and surrounding areas.

## Doctors and Allied Professionals

This includes our youth friendly doctors and nurses, dietitians 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.

## Work, School and Study

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 Wollongong 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.

## 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 Wollongong 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

## All services offered by headspace are free of charge

- headspace Mental Health Clinicians require a MHTP
- For other headspace services such as Youth Counselling, Care Coordination or Family Clinician, no MHTP is required.



- **Having a Mental Health Treatment (MHTP) means you don't have to pay for visits as they are covered by Medicare.**
- **A MHTP is a document outlining the mental health issues you are experiencing and what type of treatment the doctor thinks will be helpful.**
- **To see a Mental Health Clinician at headspace you will need a MHTP from your doctor.**
- **You 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, please ask headspace staff**

# how can I get involved in supporting headspace?

headspace Wollongong values the input of young people in all the things that we do - this ensures that we are meeting the needs of young people of the Wollongong region and surrounding areas.

Joining our Youth Reference Group is a great way for you to be involved in:

- The planning and running of our community engagement activities
- Fundraising for the centre
- Planning the types of supports that the team offer. For example, helping us develop group programs and developing resources
- Telling the team your experience with our service so that we can improve the way we provide services to young people
- Sitting on interview panels for all new staff we employ to make sure we choose the right team members
- Meeting other young people, making friends and having lots of fun!

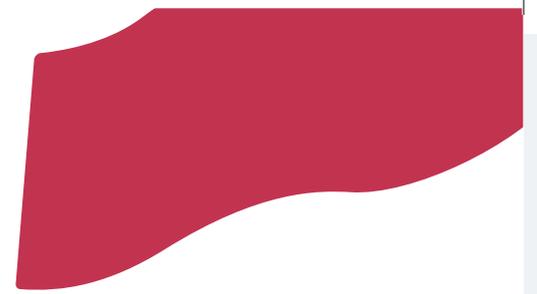
**I have some feedback to give about headspace....**

**Hearing from you about your experiences with our service helps us to ensure we are providing a high quality service. We appreciate your feedback whether it's positive or negative as it helps us make headspace better.**

**If you would like to provide feedback please go to <http://www.gph.org.au/improving-our-service>, or phone ph: 1800 959 844 and ask to speak with the Service Manager.**



# what do i do while i wait for my appointment?



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

eheadspace is a great option. eheadspace is a confidential, free and secure space where you or 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/>**

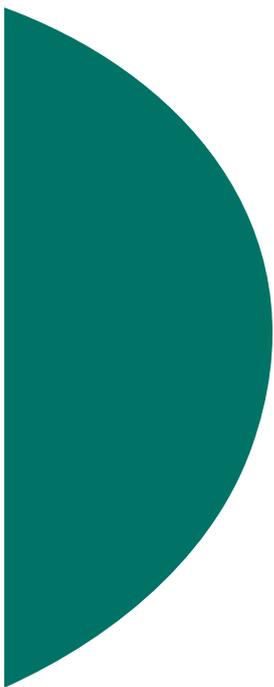
## what if things are getting worse for me or i'm in a crisis?

If you feel that you need more support while you are waiting or your situation has changed please call us on 1800 959 844.

**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.**





## other support

### beyondblue

1300 224 636

Information about supporting someone with depression or anxiety.

Online chat and 24/7 phone support

### LIFELINE

13 11 14

Offers free online and telephone counselling for ages 12–25 from 9am–1am, 7 days a week.

### KIDS HELP LINE

1800 55 1800

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

### Qlife

[qlife.org.au](http://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](http://reachout.com)

Information about supporting young people with mental health difficulties.

### MENTAL HEALTH LINE

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.

## tips for a healthy headspace

**TUNE INTO MUSIC** that relaxes you and lifts your mood. Even better, dance!

**TALK TO SOMEONE** let someone know what is happening for you.

**STAY CONNECTED!** Keep in contact with friends especially those who help you feel good about yourself.

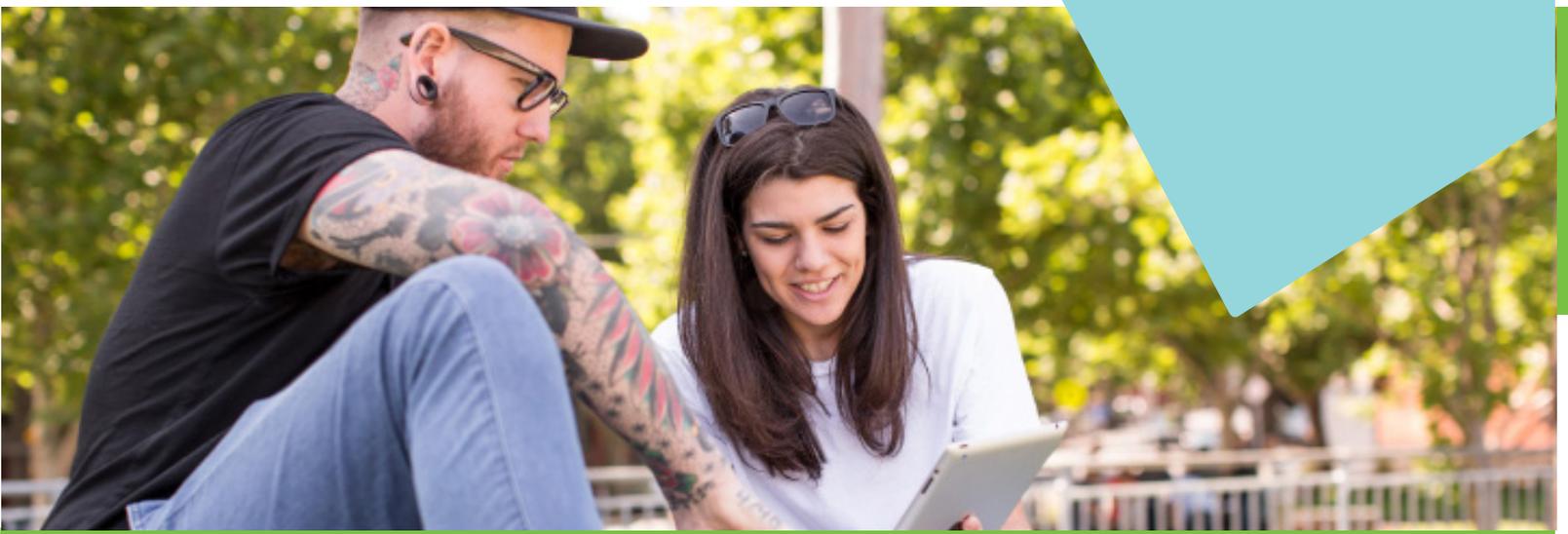
**KEEP TO A ROUTINE.** Get up in the morning, eat at usual meal times.

**GRAB SOME ZZZ.** Most of us need at least eight hours of sleep at night and some of us need more. Go to bed early to get your shut-eye rather than sleeping late.

**GET MOVING!** Get involved in local activities, or go for a walk, swim, cycle, or skate with friends.

Cut down, cut out or **DON'T START WITH ALCOHOL, DRUGS OR SMOKES.** They can fuel arguments and have a really negative impact on your mental wellbeing.

**CHECK IN WITH YOUR FRIENDS.** They might be feeling lonely, bored or down and find it too hard to make the first move – suggest you meet up.



## get appy with these online resources:

### WayAhead directory

[www.directory.wayahead.org.au/](http://www.directory.wayahead.org.au/)

The WayAhead Directory is a comprehensive online database used to find local services, to make referrals and access mental health information and resources.

## Tools and strategies

### ReachOut [reachout.com](http://reachout.com)

An online youth mental health service filled with info, support and stories on everything from finding motivation to getting through really tough times.

### e-couch [ecouch.anu.edu.au](http://ecouch.anu.edu.au)

A self help interactive program with modules for depression, generalised anxiety and worry, social anxiety, relationship breakdown, and loss and grief.

### MoodGYM [moodgym.anu.edu.au](http://moodgym.anu.edu.au)

Learn cognitive behaviour therapy skills (CBT) for preventing and coping with depression.

### Mental Health Online [mentalhealthonline.org.au](http://mentalhealthonline.org.au)

An internet based treatment clinic for people with mental health problems.

## Relax and unwind

### Smiling Mind [smilingmind.com.au](http://smilingmind.com.au)

Smiling Mind is a free, modern meditation program with exercises that can help you reduce stress and relax.

**Available: iPhone App Store, Google Play or the website**

### ReachOut Breathe

Breathe helps you to control your breath and measures your heart rate in real-time using the camera in your phone.

**Available: iPhone App Store**

### ReachOut WorryTime

WorryTime gives you a place to store your worries, and alerts you when it's time to think about them. When a worry no longer matters to you, you can ditch it and move on.

**Available: iPhone App Store and Google Play**

## Wake up apps

### Wake Up Rosie

Each time the alarm sounds, you will be sent a new inspirational image, perfect for lifting your mood or sharing with friends.

**Available: iPhone App Store**

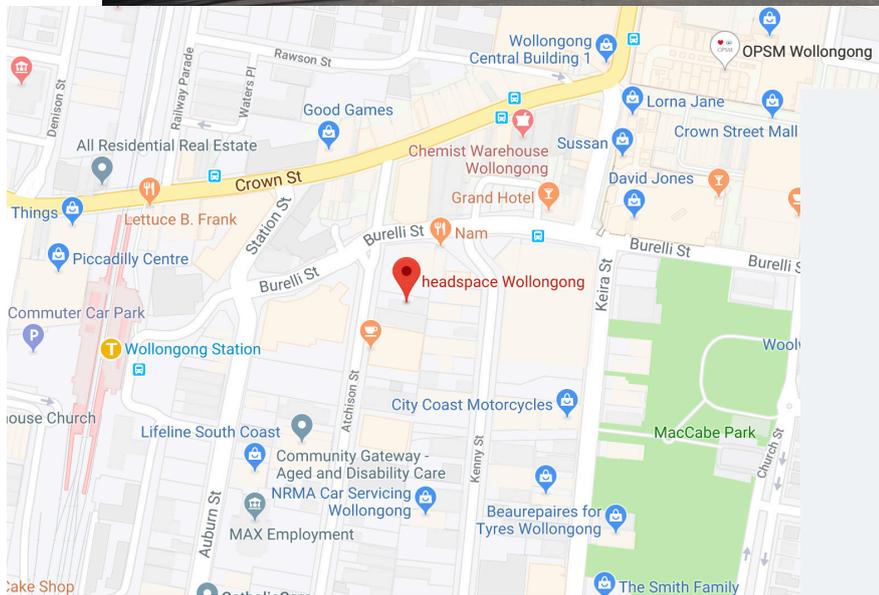
### Recharge - Move Well, Sleep Well, Be Well

Need to improve your sleep/ wake routine? Recharge helps you get out of bed in the morning by forcing you to get up and do ten star jumps before the alarm turns off!

**Available: iPhone App Store**

# so how do I get to headspace?

We are located at:  
7 Atchison St, Wollongong, New South Wales 2500



## hours

<b>Monday:</b>	<b>8.45am - 5:00pm</b>
<b>Tuesday:</b>	<b>8.45am - 5:00pm</b>
<b>Wednesday:</b>	<b>8.45am - 5:00pm</b>
<b>Thursday:</b>	<b>8.45am - 8:00pm</b>
<b>Friday:</b>	<b>8.45am - 5:00pm</b>
<b>Saturday:</b>	<b>Closed</b>
<b>Sunday:</b>	<b>Closed</b>

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