

Empowering young people

headspace Strategic Plan 2010-2012



Vision

To improve the mental and social wellbeing of young Australians through the provision of high quality early intervention services, that are welcoming, friendly and supportive.

Mission

To be the definitive voice in youth mental health in the areas of service delivery, research and development, service reform, community engagement and advocacy.

Who are we?

headspace, the National Youth Mental Health Foundation, is funded by the Australian Government.

Established in 2006, **headspace** has provided services to more than 35,000 young people at 30 centres in metropolitan, regional and remote areas across Australia.

headspace centres are for young people aged from 12 to 25 years.

What do we do?

headspace provides high quality early intervention care and services for a range of mental health challenges young adults commonly experience, with the aim of heading off any long-term adverse effects.

headspace services span physical health, drug and alcohol assistance and vocational advice.

headspace aims to empower young people to seek assistance.

Any young person who needs support, advice or just someone to talk to about a mental health issue, can walk into a **headspace** centre and be treated with respect and compassion, within a confidential and safe environment. A family member can also refer a young person to **headspace**.



What do we stand for?

headspace believes all young people are important and deserve the best care possible.

Our workers listen to and try to understand the needs of young people who visit our centres so they can help them achieve better health and wellbeing.

We will work with other mental health and community agencies to improve the lives of young people.

We will give young people a voice and continually try to influence government and opinion leaders on their behalf, for better mental health services.

headspace acknowledges the unique place and historical context of Aboriginal and Torres Strait Islander communities within Australia and the need for specific consideration in relation to all functions of the **headspace** model.

In providing our services we will be:

Compassionate

We are caring, focussed and respectful of others

Inclusive

We value a diversity of opinion and background

Responsive

We are agile, flexible and move rapidly

Passionate

We care about what we do and enjoy what we do

Leaders

We are innovative, thought leaders and valued partners

What are we planning?

The **headspace** Strategic Plan 2010-2012 will build on the excellent work already being done by the 30 existing centres.

We will deliver more services to young people through existing and new **headspace** centres and we will ensure an increased emphasis will be placed on letting young people and the community know how to get help when they need it the most.

On behalf of all Australians, **headspace** will continue to urge governments and organisations to give priority to the mental health needs of young people.



headspace Strategic Plan 2010-2012: snapshot

Strategic objectives

National reference point

headspace will be the definitive voice for service delivery, research and development, service reform and community engagement, and advocacy in youth mental health

Service delivery

headspace will provide services and develop partnerships to improve the wellbeing of as many young people as we can

Research and development

headspace will collaborate to expand knowledge about early intervention in youth mental health and to promote the reform of services

Service reform and community engagement

headspace will encourage change and promote the delivery of evidence-based, locally-integrated, coordinated services through effective partnerships

Advocacy

headspace will advocate for the needs of young people and their families, acting as a primary reference point for youth mental health

headspace Outcomes 2010-2012

National reference point	Service delivery	Research and development	Service reform and community engagement	Advocacy
headspace is seen as the national reference point for youth mental health	headspace has increased the number of young people seeking help for their mental health problems	headspace has advanced best practice in youth mental health	headspace helps local communities provide integrated and coordinated services to young people	headspace has increased the priority given to the needs of young people in service planning and resourcing
headspace has highly effective partnerships to support its work	headspace has reduced the unmet mental health needs of young Australians	headspace has provided additional expert opinion on youth mental health	headspace has helped develop a cross-sectoral and multidisciplinary workforce in youth mental health	headspace has increased the involvement of young people, families and significant others in supporting young people's mental health
headspace collaborates with other organisations to increase its reach	headspace assists young people to receive appropriate, efficient and effective services in their local community	headspace has a significant research presence in youth mental health and related areas	headspace has encouraged schools, community organisations and health services to participate in youth mental health care	headspace has encouraged a 'whole of person approach' to youth mental health
headspace has increased its funds through fundraising and grants	headspace has reduced the burden of disease for young people	headspace has provided evidence of its effectiveness	<p>headspace has helped young people gain early assistance for their mental health problem</p> <p>headspace has provided training for workers in early intervention and youth mental health</p>	

headspace Monitoring 2010-2012

National reference point	Service delivery	Research and development	Service reform and community engagement	Advocacy
Measure: – key partnerships – media coverage – public recognition – corporate and public sector engagement	Measure: – growth in the number of young people accessing care at headspace centres – safe care – progress with new centre establishment	Measure: – number and type of identified issues of young people – number and type of OS interventions delivered – engagement in training – the effect of care on the wellbeing of young people – number of research publications	Measure: – the strength of local collaboration and community engagement with headspace centres	Measure: – the number and effect of policy initiatives and media activity – feedback from young people on headspace services

headspace Priority Areas 2010-2012

National reference point	Service delivery	Research and development	Service reform and community engagement	Advocacy
Support community awareness of headspace by conducting campaigns and providing health promotion material	Continue to effectively operate 30 headspace centres across Australia	Support the development and implementation of evidence-based best practice using guidelines, publications and training	Strengthen strategic partnerships with not-for-profits, schools, community and government agencies and the mental health system	Regularly consult with young people and their families, in headspace centres, nationally and on-line, to ensure their voice is heard at every level of headspace
Provide proactive, timely comment on policy and service developments through submissions, media releases and other public mechanisms	Ensure that headspace centres provide safe, appropriate, effective and efficient services to young people	Train workers in multiple sectors, including schools, to support best practice	Support headspace centres in creating sustainable local partnerships that improve the pathways to care for young people	Support families and significant others in caring for young people, at the local and national level
Increase the profile of headspace in the media	Work with centres to attract multiple funding streams to support services	Support effective clinical governance and quality directives in headspace services	Ensure that care for young people is integrated and coordinated	Incorporate the feedback of young people and their families into the delivery of services
Build strategic partnerships with the public, not-for-profit and corporate sectors	Plan for up to 30 additional headspace centres	Collect and use internal and external data to guide the development of, and ensure the quality of, headspace services	Advocate on behalf of community groups and interest groups that support youth mental health	Advocate for the needs of young people and their families through policy submissions, strategic partnerships and service improvement
Implement a targeted fundraising strategy	Extend and improve the delivery of on-line and e-health resources for young people	Evaluate the effectiveness of headspace		
Expand and improve the headspace website and social media	Ensure that all headspace initiatives are socially inclusive			



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