



**headspace**  
Dandenong

# Welcome Pack – for Young People



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**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.



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# Welcome to headspace

headspace aims to provide a friendly, welcoming space for all young people and their families.

headspace acknowledges that access supports can be difficult for some young people. As such, we aim to make the process as friendly and easy as possible.

## Youth Friendly

Friendly staff  
No Judgement  
No Cost for Service  
Easy to access

## Range of Services

Mental Health  
Alcohol & Drug Support  
Education & Employment  
Doctors

## Family Friendly

Family Inclusive  
Friends Welcome  
Family Support  
Parent Groups

hs Dandenong offers young people aged 12-15 a welcoming environment where they can access free and confidential mental health support, health advice, and general information. We are a team of friendly workers who specialise in youth wellbeing. We can discuss and help with any issues from mental health, sexual health and contraception, education support, to drug and alcohol counselling.

hs Dandenong services are available at no cost.

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

# 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 and sexual health



work, school and study

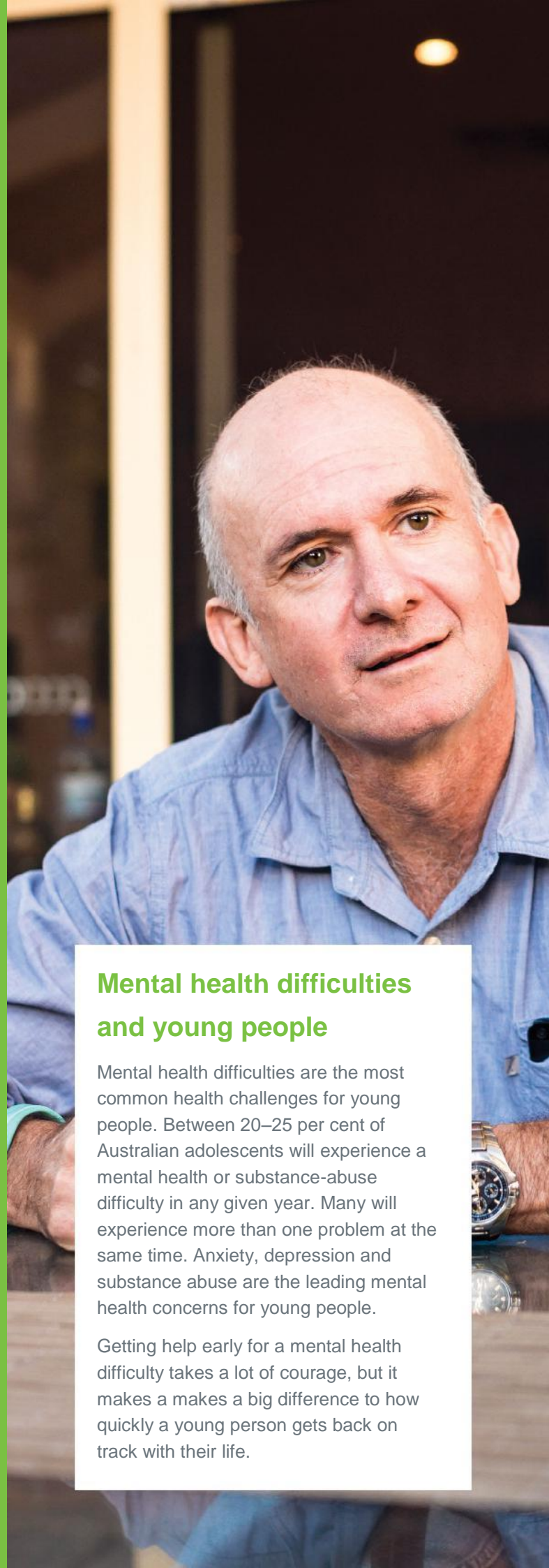


alcohol and other drugs

## headspace is a good place to seek help if you:

- need help with any type of health issue
- are having difficulty with something in your life
- feel sad, anxious, worried or worthless
- are concerned about your use of alcohol and/or drugs
- are worried about a friend or family member
- need advice about work or study
- need to discuss relationships, sexuality or their sexual health.

**We keep young people  
at the heart of our services**



## Mental health difficulties and young people

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

**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 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 headspace can help

Information and services for young people can be accessed through:



## 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).



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

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.



## Please note

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

If you or your friend need immediate support or medical assistance contact:

- Emergency Services 000
- Lifeline 13 11 14
- Kids Helpline 1800 55 1800

If you believe you are experiencing more severe difficulties, you may be eligible for specialist clinical mental health services.

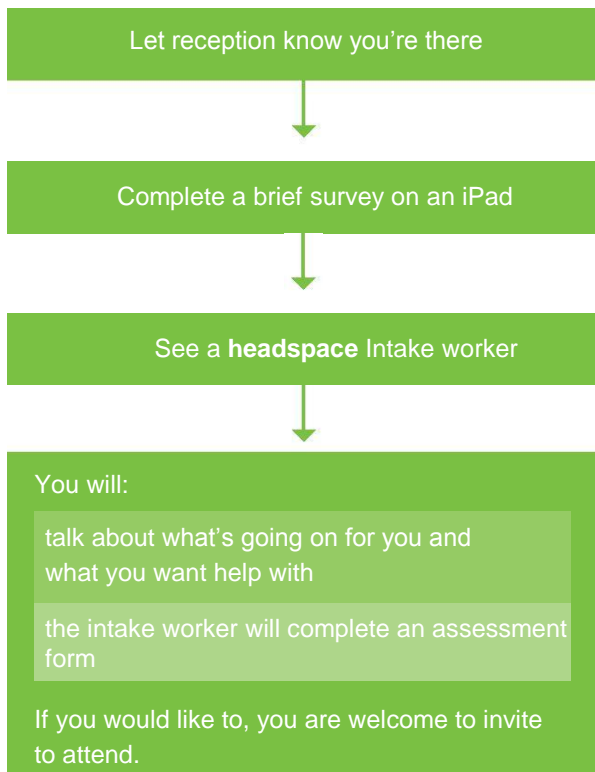
For contact details, see the Further information and support section.



## What happens when you visit headspace?

### At the first visit

The first time you visit **headspace**, you will:



### After the first visit

If you choose to continue at **headspace**, you will:

Work on goals with your **headspace** worker, such as:

- brief intervention and problem solving with a qualified counsellor
- early intervention and supportive counselling with one of our clinical team
- access 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 your and/or your family's needs. If you need a referral from a doctor to access a particular service, **headspace** can arrange this.

\* If you have questions about our assessment, visit [headspace.org.au/health-professionals/headspace-psychosocial-assessment-interview](https://www.headspace.org.au/health-professionals/headspace-psychosocial-assessment-interview)



## How long will an appointment take?

Appointments usually last 50 minutes to an hour. Sessions with a doctor might be shorter.



## Can someone else contact headspace on my behalf?

Whether you are ready to access our services or not, we encourage you and / or your family to contact us to talk about ways we might be able to help. We can help your family to support you, even if you don't want to come in



If you or your family would like to talk to a **headspace** worker, please call us. You may be booked into an appointment or offered support over the phone.

If are already engaged with us at **headspace**, you can ask us about the support and involvement we offer to family and friends.

## 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.

**We will only involve your family if you provide consent for us to contact them.**





## 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 you are under 18:** A parent or legal guardian is the appropriate person to give consent to access our service. **However**, in many cases young people are able to consent to treatment without parental permission. Speak to us if family involvement is a barrier for you.

**If you are over 18:** You are able to provide consent for treatment. However we will work with you to involve your family and friends in ways that they are comfortable with, and that are likely to be beneficial to your wellbeing.

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

### Confidentiality

When you talk to a **headspace** worker, nothing you say can be passed on to anyone else without your permission, unless you:

- 1) are at risk of harming yourself or someone else
- 2) are at risk of being harmed by others
- 3) have 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 can I do while I am waiting for an appointment?

We understand that wait times for appointments may vary. While you are waiting for an appointment, here are some ways you can access supports:

Chat with friends and family about what is going on for you

Contact **eheadspace**

Spend time with friends or family

Keep up with favourite activities, or start new activities if you feel up to it

See your doctor to talk about what's going on

Ask for holding sessions with your Intake worker

Engage in activities that promote mental health, such as exercise, good eating, regular sleep and doing things they enjoy

Listen to positive feedback

Spend time with people who love you

For further information, visit

<https://headspace.org.au/young-people/category/a-healthy-headspace>

## Self-care

At **headspace** we encourage self-care. Being a teenager is tough enough, and going experiencing extra problems makes it even harder. So you must remember to be kind to yourself.

Here are a few ideas:

- Eat well and drink plenty of water
- Get a good night's sleep
- Unplug your phone, television or computer
- Get active
- Engage in a hobby
- Spend time with friends
- Practise gratitude – notice those things in life you are grateful for
- Check in with your emotions in a space where you feel comfortable.



## What if English is a second language?

**headspace** services are provided in English. In some cases interpreters can be arranged in advance to support you and / or your 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).

## How can I contribute to headspace?

Your involvement in the delivery of our services is important to us. If you would like to provide feedback on how we are doing, or have input into how we engage with young people as a service, please speak to a **headspace** worker.



## Further information and support

At **hs** Dandenong, we believe there is nothing more powerful than a group of young people who come together to help and support each other.

We encourage all young people to join the groups and workshops on offer at **hs** Dandenong. We have a range of programs that include our regular social groups, as well as scheduled therapeutic groups that we run throughout the year.

For more information on some of the great programs we have on offer, and for what's coming up, check out our website at:

<https://headspace.org.au/headspace-centres/dandenong/>



You can also like us on Facebook at [www.facebook.com/hsdandenong/](http://www.facebook.com/hsdandenong/)





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

1300 224 636

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

### **Black Dog Institute**

[blackdoginstitute.org.au](http://blackdoginstitute.org.au)

- Information about supporting someone with depression or bipolar disorder

### **Carers Australia**

[carersaustralia.com.au](http://carersaustralia.com.au)

- Carer counselling, advice, advocacy, education and training

### **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

### **Sane Australia**

[sane.org](http://sane.org)

1800 18 (SANE) 7263

- Information about helping someone experiencing a mental health crisis
- Online chat & phone support

## State agencies

### **Lifeline**

[www.lifeline.org.au](http://www.lifeline.org.au)

13 11 14

Crisis support and suicide prevention services Online Chat & 24/7 phone support

### **Kids Help Line**

[www.kidshelpline.com.au](http://www.kidshelpline.com.au)

1800 55 1800

Support for children and young people Online Chat & 24/7 phone support

### **Parentline**

13 22 89

Counselling, information and support for parents and carers

### **Each**

[www.each.com.au](http://www.each.com.au)

1300 00 3224

Health, disability, counselling and community mental health services.