

headspace Gladstone uses a shared decision making approach. This involves the **headspace** worker and client together identifying and deciding on goals, care pathways and treatment or referral options. We also encourage young people to bring family or friends, or other important people in their life into care planning, to promote their well-being.



headspace Gladstone also uses and promotes a collaborative care model to services. If you are receiving support from other services, with your consent, **headspace** Gladstone will work closely with these services to facilitate the best possible outcomes for your health and well-being.

Service Providers

All **headspace** Gladstone service providers are youth-friendly and fully qualified. We have staff from other organisations to help provide a one-stop-shop for young people. We have a multi-disciplinary team which consists of Psychologists, Social Workers, GPs, Nurses, Youth Workers, Counsellors and Private Practitioners. Some Service Providers are able to provide services to young people free, which is bulk-billed with Medicare.



headspace Gladstone

headspace Gladstone is part of the National Youth Mental Health Foundation along with 100 other **headspace** centres and counting, located across Australia.



Lead agency for **headspace** Gladstone is **Roseberry** QLD

Contact headspace Gladstone

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Address: Level 3, 93 Goondoon Street, Gladstone, QLD 4680

Hours: Monday, Tuesday and Friday: 9am—5pm
Wednesday and Thursday: 9am—7.30pm

Website: www.headspace.org.au/gladstone

Facebook: facebook.com/headspacegladstone



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.



headspace
Gladstone

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Welcome to headspace
Gladstone



About headspace Gladstone



Provides brief and early intervention for young people aged 12-25 years old., across four core areas:

Mental Health—individual counselling and group programs.

Alcohol and Other Drugs (AODS)—individual support with an AOD counsellor.

Physical Health—Sexual health clinic, GP (when available), nutrition and exercise programs (when available).

Education and Employment—Referrals to Digital Work and Study Support (DWSS), computer in centre to use to assist with accessing DWSS services.

headspace Gladstone also offers a range of group activities as well as access and referral options.

At the first visit, the young person will be asked to fill in a registration form, and complete a brief survey on an iPad.

Then, they will see a **headspace** worker to talk about their wellbeing and what they want help with, as well as completing an assessment.

Our services are free and confidential—some of which is fully bulk-billed with Medicare.



Your Rights

- * Quality and respectful health care regardless of gender, race and social status or sexual preference; taking into account such things as cultural background, health status or special needs.
- * Confidential, anonymous and considerate care; respecting privacy and dignity, in a safe non-threatening environment.
- * Adequate information regarding all aspects of services provided or treatment available.
- * To consent to, or to refuse treatment.
- * Participate in decision-making about your care.
- * To make a complaint about the service or treatment.
- * To read your health records in accordance with Roseberry Qld Privacy and Confidentiality Policy and Freedom of Information Act.

Your Responsibilities

- * To be considerate and respectful to staff and other users of the Centre.
- * To be aware that verbal abuse and threatening behaviour will not be tolerated.
- * To be aware that intoxicated clients will not be seen under any circumstances.
- * To maintain confidentiality regarding information about other clients in groups or programs conducted by **headspace**.
- * To provide complete and accurate information to the service provider in order to receive the best care.
- * To keep appointments or give notice as early as possible if unable to attend.
- * To follow action plans or treatment programs which have been chosen in consultation with the service provider.

Consent and Confidentiality



headspace Gladstone is a voluntary service. Workers can only provide treatment to young people who give consent. This is something we will ask you during your initial appointment.

If you are under the age of 16, we may bring a parent or caregiver into the initial appointment to discuss consent and confidentiality to insure your understanding.

If you are above the age of 16, we will work with you to involve your family and friends in ways that you are comfortable with, and that are likely to be beneficial to your wellbeing.

Your information is not shared with anyone **UNLESS**:

- ⇒ You are at risk of harming yourself
- ⇒ You are at risk of harming someone else
- ⇒ You are at risk of being harmed by someone



Appointments usually last about 50 minutes to an hour, initial intake appointments may be longer. Sessions with a GP might be shorter.