

## Get more involved - the Parents Advisory Group

The Parents Advisory Group (PAG) is a working group of family and friends of children and young people who use or have used Alfred Child and Youth Mental Health Service (CYMHS) or **headspace** services.

The group provides direct input about how the service is operating. Recommendations for improving services are also explored and developed.

New members are always welcome. To become a member call and ask to speak with the family peer support team.



## Referral to family & friends peer support

Families and friends are encouraged to contact the family and friends peer support team directly or ask a member of staff to refer them to the peer support program.

### Contact headspace

**headspace Bentleigh** 973 Nepean Highway, Bentleigh VIC 3204  
Tel 03 9076 9400 Fax 03 9076 9444

**headspace Dandenong** 211 Thomas Street, Dandenong VIC 3175  
Tel 1800 367 968 Fax 03 9793 4992

**headspace Elsternwick** 319-321 Glenhuntly Rd, Elsternwick VIC 3185  
Tel 03 9076 7500 Fax 03 9076 7599

**headspace Frankston** 62 Playne Street, Frankston VIC 3199 Tel 03 9769 6419 Fax 03 9770 5688

**headspace Narre Warren** 66 Victor Crescent, Narre Warren VIC 3805  
Tel 1800 367 968 Fax 03 8738 9888

"I feel so incredibly blessed to have found people like yourself on my journey and it would be a real privilege to pay back that kindness"

**headspace** National Youth Mental Health Foundation is funded by the Australian Government Department of Health under the Youth Mental Health Initiative



**headspace**  
National Youth Mental Health Foundation



**Family Peer Support**



**headspace Youth Early Psychosis Program**



## Family and friends

Family members and friends often provide the main safety net and support system for a young person. Evidence shows that when family and friends are involved with services, outcomes for young people improve. In the process of providing love and support, family members and friends can also experience a range of feelings such as confusion, sadness, fear of the future and increasing isolation.

The **headspace** YEPP service encourages family members and friends to get involved.

### Making contact

You can contact a family peer worker directly by calling the number of the centre closest to you listed in this brochure. **headspace** staff can also assist you to make contact with a family peer worker if you prefer.

## Who are family peer support workers?

Family peer support workers provide support and advice drawn from their personal experience of supporting a young person with their mental health needs. They offer friends and family members a listening and sympathetic ear from another person with a similar experience. They can also provide “hands on” useful information about mental health services and support services available .

**headspace** YEPP also offer a peer support service to young people who are using the service.



## What is peer support?

Peer support is described as “a system of giving and receiving help founded on the key principles of respect, shared responsibility and mutual agreement of what is helpful”.

The fundamental principle of peer support assumes that individuals with similar lived experiences can provide genuine empathy, support and hope to one another.

## Can peer support help?

Peer support provides people with opportunities:

- for collective wisdom
- to destigmatise mental health issues
- to belong to a caring and understanding community
- to rediscover or activate their own personal resources
- to receive hope and inspiration for their recovery
- to help others as equals
- to access a unique pathway to help

“It's so good to talk from parent to parent”