



Frequently Asked Questions (FAQs)

1. *How can I support my young person that would like to seek help/is seeking help?*

You can have a chat to your young person's Youth Access Clinician (YAC) and they will be more than willing to offer some advice.

2. *Can I get involved?*

Yes! We have a number of ways you can get involved with your young person's care. Reach out to one of our friendly staff and let us know that you are interested in finding ways to get involved.

We can provide:

- Family therapy
- Parenting appointments
- Family support groups
- Family & friend external support service

For more FAQs, visit our website.



If you need to speak to someone urgently, please call Lifeline on 13 11 14 or Kids Helpline on 1800 55 1800

You can also get help in person at a headspace centre located near you or via our online support service at eheadspace

headspace.org.au/headspace-centres/
headspace.org.au/eheadspace

headspace Castle Hill

Phone: (02) 9393 9800

Fax: (02) 8331 6055

Email:

headspace.castlehill@flourishaustralia.org.au

Address:

253 Old Northern Road, Castle Hill, New South Wales 2154



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



Information for Friends & Family



What is headspace?

headspace is the National Youth Mental Health Foundation.

We deliver early intervention services and support to young people aged 12-25 in four key areas.

- Mental health
- General health (including sexual health)
- Work, school and study
- Alcohol and other drugs

headspace is also a good place to seek help if a young person:

- Needs help with any kind of mental health issue
- Is having difficulty with something in their life
- Seems unusually stressed, sad or worried
- Is concerned about their use of alcohol and/or other drugs
- Has changes in their appetite or sleeping patterns
- Is concerned about work or studies
- Needs to discuss relationships, sexuality or their sexual health

headspace is a voluntary service.

Before contacting us on behalf of a young person, it's best to have a chat with them first.

Referral Process

Intake

After referral or self-referral, a clinician will call the young person to chat about what is going on and how headspace can best support them



Assessment

An appointment is made with a Youth Access Clinician (YAC)

Family and friends can attend if the young person is comfortable

We discuss in more detail what the young person would like help with



Getting Connected

If more support is needed, we help in the process of getting connected with our psychologists and how to get a Mental Health Care Plan (MHCP) from a GP to make these appointments free under Medicare



Consent & Confidentiality

Consent

Our workers can only provide a service to a young person if they give us consent to do so. We will ask the young person when they attend their initial appointment with us to sign a consent form.

If the young person is under 16 years old, a parent or legal guardian is the appropriate person to give consent to access our service. However, in some cases, young people can consent without a parent or guardians' permission.

If the person is 16 years or older, we will work with the young person to involve their family and friends as much as they are comfortable with.

Confidentiality

Everything a young person tells their headspace worker is confidential and will stay within headspace. None of the information they give to us can be passed on to anyone under any circumstance unless we have received permission to do so from the young person, or:

1. They are at risk of harming themselves or others
2. They disclose any form of child abuse (physical, emotional or sexual)
3. Their records have been subpoenaed by a court of law