



headspace  
Goulburn



# Welcome Pack

Welcome to headspace Goulburn

This is your **headspace** welcome pack. We've created this pack to introduce you to our service and direct you to where you can find further information and support.

This service is supported by funding from the Australian Government under the PHN Program.





## What is headspace?

**headspace** is the National Youth Mental Health Foundation that delivers services and support to young people aged 12-25 and their family and friends in the areas of: Mental Health, Physical and Sexual Health, Work, School, Study, Alcohol and other Drugs.

**headspace Goulburn** is a great place to get help if you:

- Want to talk to someone about difficulties in your life
- Feel sad, depressed, anxious or worried
- Would like help with any kind of health issue (e.g. physical, mental, sexual)
- Want to talk about relationships, sexuality, sexual health, or gender identity
- Are concerned about your use of alcohol and/or drugs
- Are worried about a friend or family member
- Are interested in advice or support about work or study
- Are looking to connect with likeminded peers and having your say on headspace operations and events throughout the year
- Need support to sort out an area of your life like housing, work, Centrelink payments, debt and fines, get out and about more etc.
- And so much more



## Some of our values are:

### Youth participation

**headspace Goulburn** believes in working with you and the people important to you. We believe that you have the right to be involved in decisions that affect your life and the right to decide what is best for you. We acknowledge that you are the expert in your life and will actively involve you and in care planning and decision making.

Young people provide valuable insight into the planning and operation of this **headspace**. We actively involve and seek input from young people (please see section on Youth Reference Group to find out how you can get involved).

### Respecting Culture

**headspace Goulburn** recognises that young people have a range of cultural identities that influence their perceptions of the world and their place in the world. We will respect your cultural background and uphold your cultural beliefs. We will work in a culturally respectful and competent way with you and your family.

**headspace is a safe space that welcomes and supports young people from all cultural and linguistic backgrounds, sexual and gender orientations, religions, financial circumstances and life experiences.**





# Holistic Approach Holistic Supports

**headspace Goulburn** acknowledge that young people have multidimensional lives. We recognise that you are connected to families, friends, school/work communities and the broader community and will work to take a holistic approach to working with you.

## Family and Friends Involvement

**headspace Goulburn** acknowledge that families and friends play an integral role in the lives of young people. With your consent, we will involve your parents, family and friends in your care to whatever extent you want that to happen.



## No Wrong Door

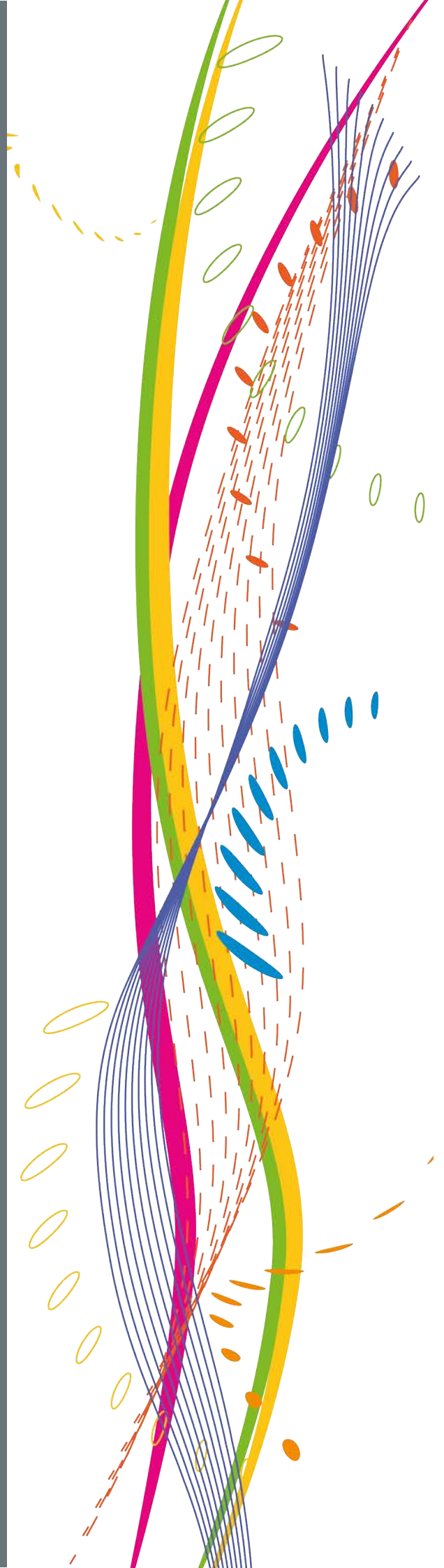
It is our job to support you to access the right service that meets your needs. No young people (and their family/friends) who seek assistance from **headspace Goulburn** will be turned away without support. We will provide assistance for you to build the right 'support network', which may be in or outside of headspace (or a combination of both).



## Mental health difficulties and young people

Mental health difficulties are the most common health challenges for young people. Between 20-25% 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 and headspace

**Myth:** There is no hope for people with a mental illness

**Fact:** There are many supports, treatments and community services available. We believe that recovery from a mental health issues is possible and that people with mental health issues can lead active, meaningful and healthy lives. We focus on helping you with your personal recovery goals.

**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 family history of mental health difficulties), psychological (e.g. trauma, loss) 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. We believe that a young person's recovery is boosted by having supportive family and friends on-board. This means that with your agreement we involve your support people in your care to get the best outcomes for you.

**Myth:** **headspace** can only help me if I have a mental health issue.

**Fact:** **headspace** Goulburn has different team members that can support you through a range of difficulties you might be having in your life. For example, work and study, drug and alcohol, financial, family, relationships, bullying, and the list goes on. If we can't support you within headspace we will help you find who can.

**Myth:** Parents and Schools can make you come to **headspace**

**Fact:** **headspace** is a voluntary service. This means that we won't make you attend appointments. If someone is telling you to go to **headspace** they may be worried about you. We would be happy to chat with you about what's happening in your life and see if there is anything we could support you with. It is then your choice.

**Myth:** I can't go to **headspace**, I have no money.

**Fact:** All headspace Goulburn services are FREE. We do not charge you. Some services may need a Medicare card to access. If you don't have one- don't stress, we can help you. If you are not eligible for a Medicare card (for example not an Australian Citizen) don't panic we will still be able to support you.





## So... How can my friend or myself come to headspace?

If you haven't already contacted and are interested in coming to **headspace** or you have a friend/partner/sibling who is, it is easiest to call,

**ph: 4824 4944 in  
business hours**

One of our team will book you a time to chat to someone on the phone. Hate talking on the phone? Rather talk in person? Let us know.



## What if I can't attend my appointment?

We understand that you can't always make your appointments. We ask that you give us as much notice as possible so we can offer this appointment to another young person.

Cancelling appointments with notice and letting us know if you don't need to come anymore helps us keep our waitlists short so we can see more young people quicker.

We have included in this pack a copy of our cancellation guide, please have a read and ask a team member if you have any questions.





## What happens on my first actual visit to headspace?

At the first visit you will:

1

Fill in a registration form

- The registration form allows us to get the information we need such as your name, address, date of birth, phone number and an emergency contact person, Medicare number.
- Be given a statement of your rights to privacy and your rights and responsibilities and a cancellation guide.

2

Complete a brief survey on iPad

- This involves some short questions which gives the **headspace** worker a brief summary of some of the issues you are facing at the time. You will complete one of these every time you attend an appointment here.
- If you want to know more about the surveys including how we use this information, talk with your **headspace** worker.

3

See a **headspace** worker

- They **headspace** worker will talk to you about your wellbeing and what you would like support with by coming to **headspace**. They work with you to identify the goals that you want to work on and to develop a care plan with you.
- We will also discuss with you if you would like to include other services inside or outside of **headspace**.



# Does my family/carer/ friend come into this appointment?

This is up to you - if you would like someone to come with you as a support person then they are welcome to come into the appointment. You can also come into the appointment alone. Some people even have their family member or friend come in for part of the appointment. We will be directed by you about what level of involvement you want at any given time.



# So what about my privacy?

## Consent

**headspace** is a voluntary service. Health workers can only provide treatment to you if you give consent (this means your permission to receive treatment). This is something we will ask you about.

**If you are under 16:** talk with us about whether you can consent to treatment without parental permission as there are some instances where we may need your parents consent as well for you to access **headspace** services.

**If you are over 16:** You are able to consent to **headspace** services without parent involvement, but we will discuss with you how you want to involve support people.

## Confidentiality

When a young person talks to a **headspace** worker, what you say is kept within **headspace** and its lead agency Grand Pacific Health. We cannot pass on information about you without your permission. We may ask you to fill out a form to get your permission to speak to other people such as your doctor, school or other services if this will help us provide you services.

However there are a couple of limits to what we can keep private that you need to be aware of.

We may need to let someone know if you tell us that:

- 1) You or a person you know is at significant risk of harming themselves or someone else
- 2) You or another Young person is at significant risk of or is being harmed by others
- 3) You or another person you know has 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.

# So, who works at headspace?

## Mental Health Clinicians

This includes workers with a range of professional backgrounds such as registered psychologists, youth counsellors and social workers. headspace Goulburn have access to psychiatrists through tele-psychiatry (e.g. appointments via Skype).

Mental Health Clinicians can help if you're experiencing significant changes in your mood and/or behaviour. They can help if you're having trouble at home or with friends, if you're being bullied, hurt or harassed, worried, or if you're just not feeling yourself.

## Community Engagement Officer

The Community Engagement Officer is the person behind our Facebook posts, the person who helps plan and organise events in the community and who facilitate many of the groups and meetings at **headspace**. Our Community Engagement Officer works hard to make sure young people are the voice of **headspace** and help to raise community awareness about important issues that impact on the mental health and wellbeing of young people in the Southern Highland area.

## Doctors and Allied Professionals

This includes our youth friendly doctors and nurses, dietitians and exercise physiologists (please note: some services are offered off site with our service partners).

Doctors and nurses can help you with issues related to sexual health including contraception and STI checks, any physical health issues, drug or alcohol issues or relationship problem. They can review your mental health if you notice any changes and can work with you to develop a Mental Health Care Plan (MHCP).

Dietitians and exercise physiologists can support you in managing injuries, health conditions, improving your general health and fitness goals, body issues and weight management.







## Youth Care Co-Ordinator

A Youth Care Coordinator provides short-term care coordination to young people and their families. They provide practical assistance, referral and advocacy and work closely with other members of **headspace Goulburn** and external service providers. A Youth Care Coordinator is a supportive and practical option for young people who might be in a transitional period of their life, need some short term support in managing immediate goals or issues, or have had a quick change in circumstances and need some crisis or emergency support.

## Family Worker

Sometimes young people and their families might need some support to help resolve issues being experienced by the whole family which may be impacting upon the families' ability to help each other. The **headspace Goulburn** family worker is here to work with young people and their families to provide short term family counselling. They can also support families to link in with local support services.

## Alcohol and other drug services

If drugs and alcohol are starting to affect things that matter to you, like your mental health, well being or friendships, **headspace** can help. **headspace Goulburn** can link you in with our partner agency that supports young people with goals around addressing drug and/or alcohol issues. We can also link you with other services in the community that may assist you in this area.

## Work, school and study

**headspace** work and study specialists can help you if you're struggling at school, unsure what course you want to do, need a hand writing a resume, or if you are searching for a job.



# How can I get involved in supporting headspace?

**headspace Goulburn** values the input of young people in all the things that we do - this ensures that we are meeting the needs of young people of the Southern Highland area.

Joining our Youth Reference Group is a great way for you to be involved in:

- The planning and running of our community engagement activities and events
- Fundraising for the centre
- Planning the types of supports that the team offer. For example, helping us develop group programs and developing resources
- Telling the team your experience with our service so that we can improve the way we provide services to young people
- Sitting on interview panels for all new staff we employ to make sure we choose the right team members
- Meeting other young people, making friends and having lots of fun!

## I have some feedback to give about headspace....

Hearing from you about your experiences with our service helps us to ensure we are providing a high quality service. We appreciate your feedback whether it's positive or negative as it helps us make headspace better.

If you would like to provide feedback please go to <http://www.gph.org.au/improving-our-service> , or call ph: 4824 4944 and ask to speak to the Service Manager.



## What do I do while I wait for my appointment?



We have included a list of online and phone support services that you can access while you are waiting for a **headspace** service.

**eheadspace** is a great option. **eheadspace** is a confidential, free and secure space where you or your family can chat, email or speak on the phone with a qualified youth mental health professional.

**Ph: 1800 650 890**

**Website: <https://www.eheadspace.org.au/>**

## What if things are getting worse for me or I'm in a crisis?



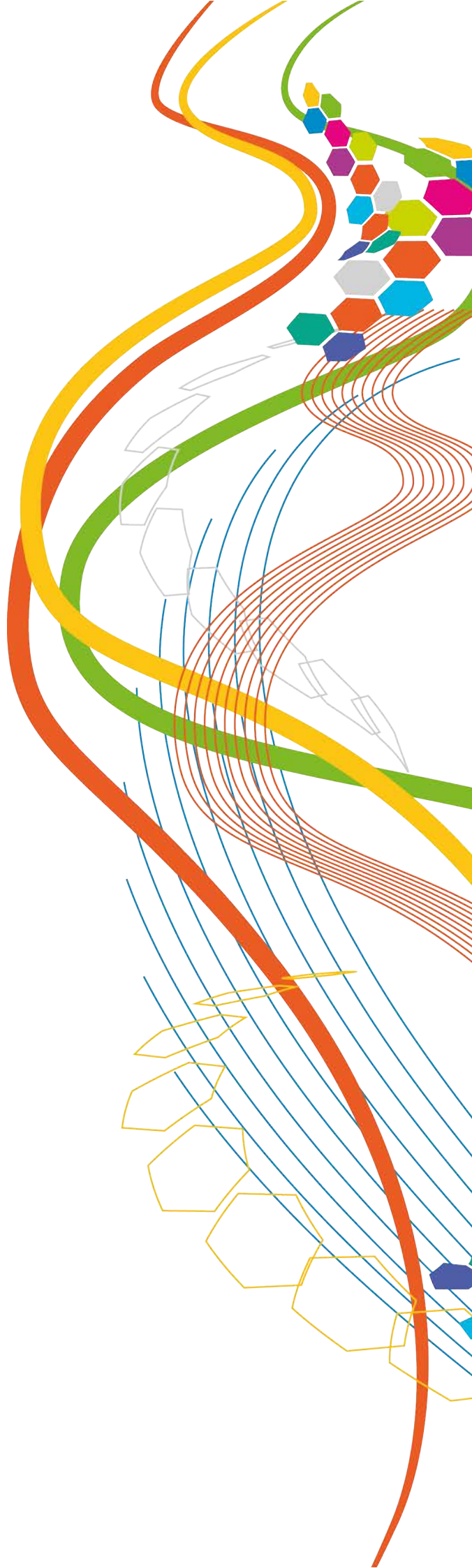
If you feel that you need more support while you are waiting or your situation has changed please call us on **4824 4944**.

If you feel you are in an emergency situation or need immediate assistance, contact :



- mental health services 1800 011 511,
- emergency services on 000,
- or go to your local Emergency department.

If you are in crisis and need to speak to someone urgently, call Kids Helpline 1800 55 1800 or Lifeline 13 11 14.



A green, torn-edge rectangular graphic with the word 'Support' written in white. It is surrounded by colorful, flowing lines in shades of blue, purple, orange, and green. Several arrows of various colors (purple, green, yellow, blue) point in different directions around the graphic. To the right, a yellow circular graphic with a white exclamation mark is partially visible, also with a torn-edge effect.

# Support

## KIDS HELP LINE

1800 55 1800

(ages 5-25) 24 hours a day, 7 days a week, free and confidential counselling

## LIFELINE

13 11 14

(all ages) 24 hours a day, 7 days a week, free and confidential counselling.

## EHEADSPACE

1800 650 890 or

go to [www.eheadspace.org.au](http://www.eheadspace.org.au)

offers free online and telephone counselling for ages 12-25 from 9am-1am, 7 days a week.

## Q life

1800 184 527

or chat online [www.qlife.org.au/](http://www qlife.org.au/)

3:00pm to midnight, QLife is a counselling and referral service for people who are lesbian, gay, bisexual, trans, and/or intersex (LGBTI).

## Suicide Call Back Service

1300 659 467 or

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

is a nationwide service that provides 24/7 telephone, video and online professional counselling to people who are affected by suicide.

## MENTAL HEALTH HELPLINE

1800 011 511

can provide information and connect you to local services.

## Tips for a healthy headspace

**TUNE INTO MUSIC** that relaxes you and lifts your mood. Even better, dance!

**TALK TO SOMEONE** let someone know what is happening for you.

**STAY CONNECTED!** Keep in contact with friends especially those who help you feel good about yourself.

**KEEP TO A ROUTINE.** Get up in the morning, eat at usual meal times.

**GRAB SOME ZZZ.** Most of us need at least eight hours of sleep at night and some of us need more. Go to bed early to get your shut-eye rather than sleeping late.

**GET MOVING!** Get involved in local activities, or go for a walk, swim, cycle, or skate with friends.

Cut down, cut out or **DON'T START WITH ALCOHOL, DRUGS OR SMOKES.** They can fuel arguments and have a really negative impact on your mental wellbeing.

**CHECK IN WITH YOUR FRIENDS.** They might be feeling lonely, bored or down and find it too hard to make the first move – suggest you meet up.

There are many people in the community that are here to support you including:

- Your GP
- School counsellors, year advisors and welfare staff
- Family, parents, siblings, cousins, aunties and uncles and family friends.
- Friends and partners
- Sports coaches
- And many more



# Get Appy with these online resources:



## WayAhead directory

[www.directory.wayahead.org.au/](http://www.directory.wayahead.org.au/)

The WayAhead Directory is a comprehensive online database used to find local services, to make referrals and access mental health information and resources.

## Tools and strategies

### ReachOut [reachout.com](http://reachout.com)

An online youth mental health service filled with info, support and stories on everything from finding motivation to getting through really tough times.

### e-couch [ecouch.anu.edu.au](http://ecouch.anu.edu.au)

A self help interactive program with modules for depression, generalised anxiety and worry, social anxiety, relationship breakdown, and loss and grief.

### MoodGYM [moodgym.anu.edu.au](http://moodgym.anu.edu.au)

Learn cognitive behaviour therapy skills (CBT) for preventing and coping with depression, from the Australian National University.

### Mental Health Online [mentalhealthonline.org.au](http://mentalhealthonline.org.au)

An internet -based treatment clinic for people with mental health problems by Swinburne University of Technology.

## Relax and unwind

### Smiling Mind [smilingmind.com.au](http://smilingmind.com.au)

Smiling Mind is a free, modern meditation program with exercises that can help you reduce stress and relax.

**Available: iPhone App Store, Google Play or the website**

### ReachOut Breathe

Breathe helps you to control your breath and measures your heart rate in real-time using the camera in your phone.

**Available: iPhone App Store**

### ReachOut WorryTime

WorryTime gives you a place to store your worries, and alerts you when it's time to think about them. When a worry no longer matters to you, you can ditch it and move on.

**Available: iPhone App Store and Google Play**

## Wake up apps

### Wake Up Rosie

Each time the alarm sounds, you will be sent a new inspirational image, perfect for lifting your mood or sharing with friends.

**Available: iPhone App Store**

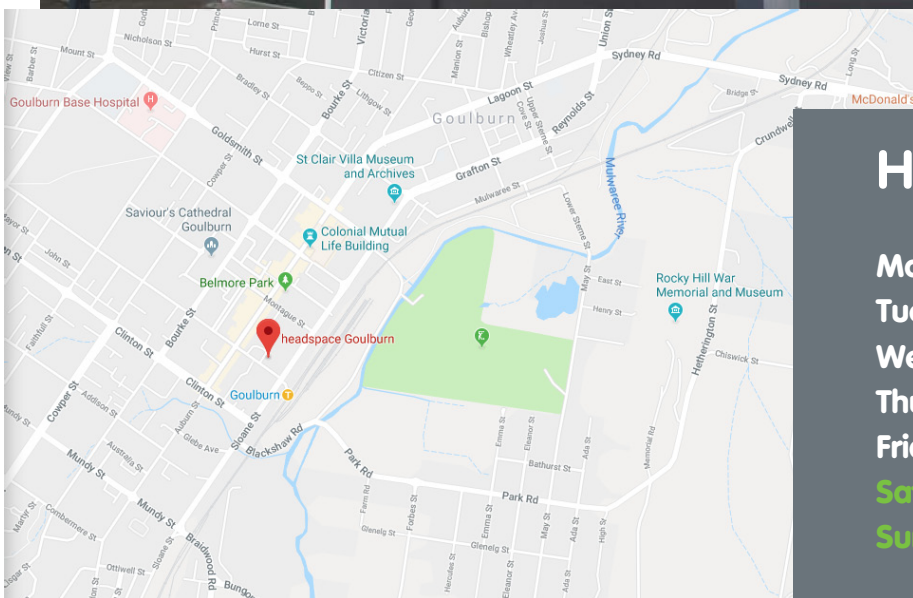
### Recharge - Move Well, Sleep Well, Be Well

Need to improve your sleep/ wake routine? Recharge helps you get out of bed in the morning by forcing you to get up and do ten star jumps before the alarm turns off!

**Available: iPhone App Store**

# So how do I get to headspace?

We are located at **13-17 Verner Street, Goulburn**  
just across the street from Woolworths.



**headspace Goulburn**  
13-17 Verner Street  
Goulburn NSW 2580  
(02) 4824 4944  
[www.headspace.org.au/headspace-centres/goulburn/](http://www.headspace.org.au/headspace-centres/goulburn/)

## Hours

|                   |                         |
|-------------------|-------------------------|
| <b>Monday:</b>    | <b>9:00am - 5:00pm</b>  |
| <b>Tuesday:</b>   | <b>9:00am - 5:00pm</b>  |
| <b>Wednesday:</b> | <b>9:00am - 5:00pm</b>  |
| <b>Thursday:</b>  | <b>11:00am - 7:00pm</b> |
| <b>Friday:</b>    | <b>9:00am - 5:00pm</b>  |
| <b>Saturday:</b>  | <b>Closed Closed</b>    |
| <b>Sunday:</b>    |                         |