



## Involvement of family and friends

Family and friends play an important role in young people's journey to better wellbeing. We understand that there may be different types of family and friends who are important in a young person's life.

We aim to provide meaningful opportunities for your family and friends to participate in our services in ways that you are comfortable with. All family and friends involvement is respectful of privacy and confidentiality, and your right to determine who is involved in your care.

How family and friends may be involved:

- Participation in sessions (if you say this is okay)
- Working on issues together in a single session family consultation
- Tuning in to Teens – a 6-week parenting program
- Information about how to support young people, or advice about support services available to family and friends.

## how long will an appointment take?

Appointments usually take 50mins. Initial assessment appointments and family sessions may be longer (up to 1.5 hours). Appointments with the employment support service may be shorter.

## how much will an appointment cost?

Everything at headspace Greensborough is **FREE**. Some services will require a Medicare card. To apply for a Medicare card, go to: [bit.ly/medicarecard](https://bit.ly/medicarecard)

## can I change who I am working with if it's not a good fit?

Absolutely. When we meet you, we'll try to work out who might suit you best, but if the fit isn't right that's totally okay. Give the Intake team a call and we can discuss other options and find support that works for you.

## our commitment to inclusive practice

Everyone is welcome and accepted at headspace Greensborough. We treat all young people with respect and do not judge or discriminate. We also understand that some young people experience additional barriers to accessing help. We are responsive to all young people irrespective of their culture, language, gender appearance, sexuality, lifestyle, values and beliefs, abilities or socio-economic differences.



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



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# what to expect at headspace Greensborough



# what happens when you visit headspace Greensborough?

## at your first visit you will

- Complete a registration form
- Complete a brief survey on an iPad (this is for data collection and funding purposes, and is confidential between yourself and your clinician).
- See a headspace clinician to chat about what has been going on for you and what you are seeking help with. If you're comfortable, family members are welcome to attend some or all of this session.

At the end of this session, you and the headspace clinician will discuss suitable options for you.

## after the first visit

Your headspace clinician will help connect you with the right type of support. This could include different counselling options, groups, alcohol and other drugs support, family based support, vocational or educational support.

For some services we may be able to book you straight in. For some services you will need a Mental Health Care Plan and referral from your GP.

## wait times

At times there may be a wait to access some of the services due to high demand. If this is the case we'll discuss this with you and make a plan of support in the meantime as needed.

## how headspace can help

headspace can help you with:

- Mental health & wellbeing
- General health
- Alcohol & other drug service
- Work, school and study

A great place to find information about these supports and how to get help is through our website:

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

## headspace e-support

- eheadspace is a national and confidential online and telephone support service. Visit [eheadspace.org.au](http://eheadspace.org.au) or call 1800 650 890
- headspace Digital Work and Study is an online and phone support service for young people aged 15 – 24 years who need support with their work or study. Visit [www.digitalworkandstudy.org.au](http://www.digitalworkandstudy.org.au)

## Services at headspace Greensborough

headspace Greensborough offers support to young people 12 – 25 years old, including:

- Counselling with a mental health clinician: Psychologist, Social Worker, Counsellor or Occupational Therapist.
- Alcohol and other drugs support
- Family support
- Employment/job-seeking support
- Music Therapy
- Therapeutic and Social Groups

We have appointments available at our Greensborough centre, located on Level 1, 78 Main Street.

We also have some appointments available at The Edge, Westfield Plenty Valley, 415 McDonalds Rd, Mill Park. Discuss options for support at a location most convenient for you with the Intake Worker.

# having more of a sense of belonging is great for your mental health

