



# what to expect when headspace Albury Wodonga, headspace Wangaratta comes to your school

## contents

arranging support for your school.....	3
mental health literacy sessions.....	3
enhancing mental health support in schools (emhss) .....	5
youth counselling.....	6

## arranging support for your school

Phone headspace Albury Wodonga or headspace Wangaratta on (02) 6055 9555

Email: [headspaceaw@gatewayhealth.org.au](mailto:headspaceaw@gatewayhealth.org.au)

Chat to a headspace team member when they visit your school, or simply pop in to headspace Albury Wodonga or headspace Wangaratta during our opening hours.

headspace Albury Wodonga and headspace Wangaratta values the privacy and confidentiality of all client information and takes our responsibilities in this area seriously.

All clients of headspace Albury Wodonga and headspace Wangaratta are informed of their rights regarding privacy and confidentiality and informed consent is sought prior to the sharing of any information.

headspace's confidentiality policy can be found on our website

<https://headspace.org.au/headspace-centres/albury-wodonga/>

Eligibility for programs delivery differs, please contact us to see if your school is eligible.

For further information regarding presentations at TAFE or university's please email us using the contact details above.

## mental health literacy sessions

headspace Albury Wodonga or headspace Wangaratta deliver mental health literacy presentations in schools to students aged 12-18. Presentations are an opportunity to start a conversation that helps reduce stigma, provides strategies regarding maintaining a healthy headspace and promotes help seeking behaviour. Our presentations aim to be engaging and interactive: this includes using digital devices to navigate trusted digital health resources.

Interactive workshop presentations can be delivered to groups up to 25-30 students and are best delivered in a 45 minute to 1-hour timeframe. For larger groups we can deliver a standard 'Meet headspace' presentation, this may be a great option for year level or whole school assembly as if requested it can be done in around 10 minutes.

Our workshop presentations include:

- **What Is Mental Health?**

This section provides much needed psycho-education that involves: myth busting, stigma smashing, and explaining the difference between mental health and mental illness. This session promotes our '7 healthy ways' to help maintain wellbeing and handle tough times, along with how to access professional help if needed.

- **Meet headspace**

Provides a general overview and introduction to headspace, including what a young person can expect when they walk through the front door or contact eheadspace.

- **Stress Management**

This final section focuses on engaging young people in a process of coping with their personal stress responses and educating them about stress management. It builds resilience by helping young people to identify their own sources and signs of stress, but also how to apply practical stress management techniques.

### Alternative engagement opportunities

Our headspace Albury Wodonga or headspace Wangaratta pop-up is another means by which we can engage with your school. This is usually effective during school sports carnivals, parent teacher interview days, or during lunch times. headspace Albury Wodonga or headspace Wangaratta can be at your school with our marquee chill zone set up or a simple resource and information table. Our pop-ups allow for a relaxed and easy way for students or to engage and connect with us and a great way to put a friendly face to the headspace Albury Wodonga or headspace Wangaratta name.

headspace Albury Wodonga or headspace Wangaratta is open to discussing specific needs of a group or school and work towards providing an option that would best help. It is important to note the following requirements to implement this program:

- Requests for school presentations can be made by completing our attendance request form, due to high volume of requests we advise requests are made at least six weeks prior to the request date. This form can be found on our website by clicking [here](https://headspace.org.au/headspace-centres/albury-wodonga/)
- headspace Albury Wodonga or headspace Wangaratta asks that at least one school staff member must be in attendance when mental health literacy sessions are conducted, ideally this is the key contact for the school. The staff member is responsible for the management of any disruptive behaviour.
- Rooms allocated for workshop delivery need to be in an area where students are able to move around and has a level of privacy to avoid outside distractions.
- If requested digital equipment will need to be available.
- The school must inform headspace staff of any relevant issues or concerns that could impact the session or any student undertaking them, these presentations are not therapeutic however we are aware that some may find them triggering.
- Wellbeing or nominated teachers are required to make themselves available for facilitators to handover any workshop and participant feedback at the conclusion of the session/s.
- The students may leave the workshop feeling a range of emotions. They may present as emotional, reflective or inspired. Some students may appreciate some alone time; others will want to be surrounded by their support network. We ask that staff are sensitive to the needs of their students following the sessions and make themselves available for discussion as required. This may include arranging a follow-up meeting, informal gathering, or later session with headspace to discuss issues arising from the sessions.
- Have a COVID safe space: for face to face service delivery we require a COVID safe space that meets the Department of Health and Humans service guidelines for physical distancing, appropriate hygiene practices and products available for the Youth counsellor and young people to use.

## enhancing mental health support in schools (emhss)

**Who:** Students experiencing mild to moderate mental health issues and consenting to a referral being made.

**What:** Face to face, phone and telehealth counselling sessions, usually 4-6 sessions focused around presenting issues impacting on the students life.

**When:** Sessions occur regularly, usually fortnightly during the school term. Students are also offered the option of visiting a headspace centre during the school holidays.

**Where:** Victoria government secondary school within the identified range (up to 80kms radius from a headspace centre).

**Why:** To improve the mental health outcomes for young people who are students of Victorian Government Secondary schools.

**Before:** Identify students who may benefit from this service. If you are unsure, discuss with the headspace Youth Counsellor. Follow the referral process, headspace Albury Wodonga or headspace Wangaratta will then contact the young person to make an appointment at the school.

**Referral process:** The preferred process for referring a student to EMHSS is to download the referral form from <https://headspace.org.au/assets/Uploads/Centres/Albury-wodonga/headspace-Referral-Form-HSP00302.pdf>

available from headspace Albury Wodonga website <https://headspace.org.au/headspace-centres/albury-wodonga/>

Submit this form via email to [headspaceAW@gatewayhealth.org.au](mailto:headspaceAW@gatewayhealth.org.au)

Physical copies of referral forms can be obtained from headspace centres and outreach workers including EMHSS Youth Counsellors.

**During:** Facilitate the students to attend their appointments, including alerting the student to their appointment if required, and providing Youth Counsellors with class absence passes as required.

**After:** At the conclusion of their sessions with EMHSS, students may be referred to other mental health supports, including to school-based support or wellbeing services.

**School to provide:** A room suitable for one-to-one counselling- ideally offering some privacy for confidential discussion, with comfortable seating, and nearby to school staff in case of emergency. In the case of telephone or telehealth sessions, provide a suitable room with required equipment provided if the student is not using their own devices.

**Have a COVID safe space:** for face to face service delivery we require a COVID safe space that meets the Department of Health and Humans service guidelines for physical distancing, appropriate hygiene practices and products available for the Youth counsellor and young people to use.

## youth counselling and Bushfire counselling

**Who:** students experiencing mild to moderate mental health issues, and consenting to a referral being made. headspace work with young people age 12-25.

**What:** face to face, phone and Telehealth counselling sessions around presenting issues impacting on the student's life. Undertake goal directed counselling and support on an individual basis. Addressing early intervention mental health support and life skills development. This will be in conjunction with individual goal setting.

**When:** Sessions occur regularly, usually fortnightly during the school term. Appointments are also available at an external venue throughout the school holidays. At this point initial screens are conducted to ascertain the best pathway of support for the young person.

**Why:** To improve the mental health outcomes

**Before:** Identify students who may benefit from this service. If you are unsure, discuss with the headspace youth counsellor. Follow the referral process, headspace will then contact the young person to make an appointment at the school.

**Referral process:** The referral process for referring students for youth counselling is to download the referral form available from headspace Albury/Wodonga website, <https://headspace.org.au/assets/Uploads/Centres/Albury-wodonga/headspace-Referral-Form-HSP00302.pdf>

Submit this form via email to [headspaceAW@gatewayhealth.org.au](mailto:headspaceAW@gatewayhealth.org.au)

**During:** Facilitate the students to attend their appointments, including alerting the student to their appointment if required, and providing youth counsellors with class absence passes as required.

**After:** Throughout or at the conclusion of their engagement with headspace, students may be referred to other mental health supports, including to school-based support or other wellbeing services.

**School to provide:** A room suitable for one-to-one counselling, ideally offering some privacy for confidential discussion, with comfortable seating, and nearby to school staff in case of emergency. In the case of telephone or telehealth sessions, provide a suitable room with required equipment provided if the student is not using their own devices.

**Have a COVID safe space:** for face to face service delivery we require a COVID safe space that meets the Department of Health and Humans service guidelines for physical distancing, appropriate hygiene practices and products available for the Youth counsellor and young people to use.



## Acknowledgement

This page is to be signed and returned to [headspaceaw@gatewayhealth.org.au](mailto:headspaceaw@gatewayhealth.org.au) prior to attendance of headspace staff at your secondary school.

<b>Name of school</b>	
<b>Name of principle</b>	
<b>Date/s</b>	
<b>Time/s</b>	
<b>School contact name</b>	
<b>School contact position</b>	
<b>Contact email</b>	
<b>Contact phone</b>	

I (NAME) \_\_\_\_\_ agree to the expectations as stated in this teachers briefing pack document.

Signed: \_\_\_\_\_

Date: \_\_\_\_\_



headspace Albury Wodonga  
 155 High Street Wodonga Victoria 3690  
 Phone (02) 6055 9555 Fax (02) 6024 5792  
 Email [headspaceAW@gatewayhealth.org.au](mailto:headspaceAW@gatewayhealth.org.au)



## Referral Guidelines

**headspace Albury Wodonga** is a free, youth service for young people aged 12-25 years.

Together with Gateway Health as our lead agency and 9 local cross border agencies, we offer the following supports and services:

- General Practitioner appointments with Gateway Health Medical Practice (one appointment is reserved exclusively for headspace each day)
- MBS (Under GP Mental Health Treatment Plans)
- Youth Workers Care Co-Ordination
- Education and Job Seeking support and information
- Youth Generalist Counsellors
- Alcohol and other Drug Support Counsellors
- Sexual Health Clinic
- Community engagement, education and awareness
- Access to support around housing
- Centrelink Support Services
- Dietician

**PLEASE NOTE:** headspace Albury Wodonga is not an acute mental health/crisis service. If you have any immediate concerns regarding the safety and wellbeing of a young person please contact one of the following services for assistance; Mental Health Triage Services Victoria 1300 881 104, NSW Access Line 1800 800 944, Lifeline 13 11 14, Kids Helpline 1800 55 1800.

**In an emergency please call 000 immediately.**

### REFERRAL SOURCES

**Self-referral** – Young people are encouraged to make contact with **headspace** Albury Wodonga directly.

**Family referral** – Families, carers or friends can refer a young person to headspace Albury Wodonga. The young person needs to be aware of and consent to the referral and be willing to meet with a member from the headspace Albury Wodonga team.

**By phone/email** – Call (02) 6055 9555 Please ask to speak to our duty worker and if a worker is not available someone will contact the young person within 2 business days during office hours, an answering service is available after hours, and an email referral can also be sent to [headspaceAW@gatewayhealth.org.au](mailto:headspaceAW@gatewayhealth.org.au). Please save the document as an encrypted PDF in word. It is best to ring through the password to ensure the young persons' details remain confidential

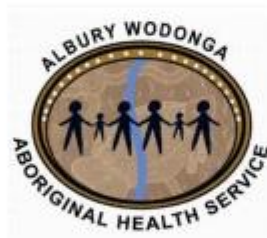
**Drop in** – Young people can call into the Albury Wodonga Centre 9am-5pm Monday – Friday. Staff will endeavour to see the young person on the day or the next available appointment will be offered.

**Professional referral** – General Practitioners, Allied Health Professionals, and community based agencies and educational institutions can refer to **headspace** Albury Wodonga using the attached referral form.

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**headspace is proudly delivered in partnership with the following affiliates:**



For additional information regarding **headspace** Albury Wodonga, please contact the centre directly on (02) 6055 9555 or visit our website [www.headspace.org.au/alburywodonga](http://www.headspace.org.au/alburywodonga)

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## Referral Form

Please ensure all sections are completed and legible. This form can be faxed to (02) 6024 5792, emailed to [headspaceAW@gatewayhealth.org.au](mailto:headspaceAW@gatewayhealth.org.au), or sent via post to 155 High Street, Wodonga VIC 3690.

**headspace Albury Wodonga** is a voluntary service for young people aged 12-25 years of age. Headspace can only engage with the young person if they have consented to the referral.

Has the young person consented to the referral?		<input type="checkbox"/> Yes	<input type="checkbox"/> No
Is the young person aged 12-25 years of age?		<input type="checkbox"/> Yes	<input type="checkbox"/> No
<b>Details of Young Person</b>			
If the young person is under 16 years of age, have the parents or carers of the young person consented to the referral? Please provide details		<input type="checkbox"/> Yes	<input type="checkbox"/> No
Surname		First Name	
Gender		Preferred Pronoun	
Date of Birth			
Address			
Suburb		Postcode	
Phone (Home)		Mobile	
Email		Preferred method of communication?	<input type="checkbox"/> Phone (Home) <input type="checkbox"/> Email
Nationality			<input type="checkbox"/> Mobile <input type="checkbox"/> SMS
Preferred Language		Interpreter Required?	<input type="checkbox"/> Yes <input type="checkbox"/> No
Do you identify as	<input type="checkbox"/> Aboriginal <input type="checkbox"/> Torres Strait Islander <input type="checkbox"/> Aboriginal & Torres Strait Islander		
Would you prefer an Albury Wodonga Aboriginal Health Service worker?		<input type="checkbox"/> Yes	<input type="checkbox"/> No
<b>Emergency Contact</b>			
Name		Relationship to young person	
Address			
Suburb		Postcode	
Phone (Home)		Mobile	
<b>Details of Referrer</b>			
Name of Referrer		Organisation	
Address			
Suburb		Postcode	
Phone (Business Hours)		Phone (Mobile)	
Email		Relationship to young person	

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<b>Reason/s for Referral</b>			
<input type="checkbox"/> Wellbeing & Mental Health	<input type="checkbox"/> General or Sexual Health	<input type="checkbox"/> Alcohol and other Drugs	<input type="checkbox"/> Work, School, Study
<input type="checkbox"/> headspace in schools	<input type="checkbox"/> Other, please specify	<input type="checkbox"/> Albury Project	
<b>Main Issue/s</b>			
<b>Relevant Past History</b>			
<b>Additional information supplied/attached?</b>			<input type="checkbox"/> Yes <input type="checkbox"/> No
<b>Does the young person currently see any other services? If yes, please tick appropriate box/boxes</b>			<input type="checkbox"/> Yes <input type="checkbox"/> No
<input type="checkbox"/> Drug and Alcohol	<input type="checkbox"/> School/Other Counsellor	<input type="checkbox"/> Community Services	<input type="checkbox"/> Child Protection
<input type="checkbox"/> CAMHS/NECAMHS	<input type="checkbox"/> Adult Mental Health	<input type="checkbox"/> Youth Justice/Juvenile Justice (VIC & NSW)	
<input type="checkbox"/> Other – Please Specify			
<b>Service</b>			
<b>Does the young person have a regular GP? If yes, please provide details below</b>			<input type="checkbox"/> Yes <input type="checkbox"/> No
Name of GP		Contact Details	
Name of Service Provider		Phone	
<b>Is the other service aware of the referral to headspace?</b>			<input type="checkbox"/> Yes <input type="checkbox"/> No
<b>Will the services involved continue working with the young person?</b>			<input type="checkbox"/> Yes <input type="checkbox"/> No
<b>What are your expectations of headspace Albury Wodonga?</b>			

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Please tick relevant risk and protective factors

Risk	Protective
<b>Individual</b>	
<input type="checkbox"/> Low self esteem	<input type="checkbox"/> Social competence- ability to relate and work with others
<input type="checkbox"/> Poor social skills	<input type="checkbox"/> Problem solving skills
<input type="checkbox"/> Poor problem solving	<input type="checkbox"/> Optimism- hopefulness, confidence
<input type="checkbox"/> Difficult temperament	<input type="checkbox"/> Positive coping style
<input type="checkbox"/> Birth injury/ disability	<input type="checkbox"/> School achievement Healthy physical environment
<b>School</b>	
<input type="checkbox"/> School failure/ drop out	<input type="checkbox"/> Pro-social peer group- positive, supportive
<input type="checkbox"/> Bullying	<input type="checkbox"/> Positive achievement and sense of belonging
<input type="checkbox"/> Peer rejection	<input type="checkbox"/> Opportunities for participation and success
<input type="checkbox"/> Deviant peer group	
<b>Family</b>	
<input type="checkbox"/> Family conflict / breakdown	<input type="checkbox"/> Supportive parents/ carers
<input type="checkbox"/> Inconsistent discipline	<input type="checkbox"/> Secure and stable family
<input type="checkbox"/> Lack of warmth and affection	<input type="checkbox"/> Supportive relationships with other adults
<input type="checkbox"/> Abuse and neglect	<input type="checkbox"/> Attachment to family
<input type="checkbox"/> Parental substance abuse	
<b>Community</b>	
<input type="checkbox"/> Socio-economic disadvantage	<input type="checkbox"/> Sense of belonging
<input type="checkbox"/> Exposure to violence and crime	<input type="checkbox"/> Access to support services
<input type="checkbox"/> Homelessness	<input type="checkbox"/> Participation in community i.e. sports, groups
<input type="checkbox"/> Refugee experience	<input type="checkbox"/> Strong cultural identity / pride
<input type="checkbox"/> Racism / discrimination	<input type="checkbox"/> Secure home/ housing

