



headspace
Port Lincoln

headspace Port Lincoln

young person welcome pack





everyone is welcome at headspace



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welcome to headspace Port Lincoln

headspace is a family and friends inclusive service. headspace believes that family and friends play an important role in a young person's journey to better wellbeing.

We understand that there are many different types of family and friends that are important in a young person's life.

These include:

All types of families:

- Nuclear
- extended
- blended
- single-parent
- heterosexual
- same - sex couples

Significant others:

- friends
- teachers
- mentors
- kinship relations
- spiritual care leaders

Non-parental caregivers

- Partners
- Foster parents
- Grandparents
- Adoptive parents
- Godparents
- Other family members

We know from research that involving family and friends in a young person's care can lead to better health outcomes for young people. Wherever possible, we advocate for and provide meaningful opportunities for family and friends to directly participate in our services.

All family and friends involvement to headspace is respectful of the privacy and confidentiality of young people.

This pack will introduce you to our service and where you can find further information and support for

you and how your friends and family can help support you if you choose to have them involved in your journey.

What is headspace?

headspace is the National Youth Mental Health Foundation. We deliver services and support to young people aged 12-25 and their family and friends in four key areas:



Mental Health



Work & Study



Physical & Sexual Health



Alcohol & Other Drugs

headspace is a good place to seek help if you:

- Need help with any type of health issue
- Are having difficulty with something in your life
- Feel sad, anxious, worried or worthless
- Are concerned about your use of alcohol and/or drugs
- Are worried about a friend or family member
- Need advice about work or study
- Need to discuss relationships, sexuality or their sexual health.

Please note:

headspace provides services for mild to moderate difficulties. It is not an emergency service.

If you need immediate support or medical assistance, contact:

Emergency Services 000

Lifeline 13 11 14

Kids Helpline 1800 55 1800

referrals and appointments

can a friend or family member make a referral on my behalf?

We would encourage you to make contact with us and discuss ways we might be able to help and support you but if you don't feel up to it just yet, you can get a friend or family member to contact us on your behalf.

Once we receive a referral for you, from a friend, family member or other service provider, we will phone you to make an appointment, or offer support over the phone.

Before your friend or family member makes contact with us, it is a good idea to talk with you about it first.

How long will an appointment take?

Your first appointment will usually last about an hour and a half.

Any follow up appointments will be an hour.

How much will an appointment cost?

All services at headspace Port Lincoln are FREE.

Do you have a medicare card?

You do not need a medicare card to access our service, but if you don't have one and would like to apply for your own card, visit:
www.humanservices.gov.au/customer/services/medicare/medicarecard

English as a second language?

headspace services are provided in English.

In some cases interpreters can be arranged in advance to support the you or your family and friends to communicate with a headspace worker during a session.

For more information on mental health in a language other than English, please speak to a headspace worker or visit Mental Health in Multicultural Australia at www.mhima.org.au.

consent and confidentiality

Consent

headspace is a voluntary service. Health workers can only provide treatment to you if you give consent. This is something we will ask you when you come in.

If you are under 16

A parent or legal guardian is the appropriate person to give consent to access our service.

In some cases you can consent to treatment without parental permission.

If you are over 16

We will work with you to involve our family and friends in ways that you are comfortable with, and that are likely to be beneficial to your wellbeing.

Confidentiality

When you talk to a headspace worker, nothing you say can be passed on to anyone else without your permission unless you:

- Are at risk of harming yourself or someone else
- Are at risk of being harmed by others
- Have 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.

What happens when a young person visits headspace?

at your first visit

Your first visit may be in person, or on the phone.
At the first visit you will:

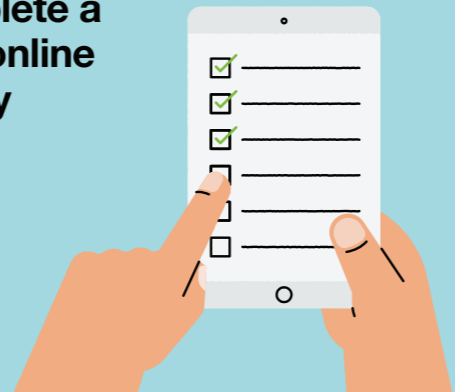
1

Fill in a referral form



2

Complete a brief online survey



3

Talk to a headspace worker



4

You will be asked:

- To talk about your wellbeing and what you want help with.
- Complete a consent form.
- If you feel comfortable, family members are welcome to attend.

after your first visit

If you choose to continue at headspace Port Lincoln, you will:

- Brief intervention and problem solving with a qualified counsellor.
- Early intervention and supportive counselling with one of our clinical team.
- Refer to a doctor for physical or mental health difficulties.
- Alcohol and drug assistance from a qualified Mental Health clinician.
- Have access to a Psychiatric Assessment via headspace's own National telehealth service.



How headspace can help

headspace Port Lincoln

Our centre can provide you with access to a range of health workers who have specific expertise in working with and alcohol, how to get help young people - including doctors, psychologists, social workers, alcohol and drug workers, counsellors and vocational workers. You can make an appointment at our centre in person or by phone or email. Family or friends can also make an appointment on your behalf, if you consent to the appointment.

eheadspace

eheadspace is our national online and telephone support service. It is staffed by experienced youth and mental health professionals.

You can get in contact with eheadspace and access a range of information and support as well as short-term treatment, where appropriate.

You can get in contact with eheadspace and access a range of information and support as well as short-term treatment, where appropriate.

eheadspace is available from 8.30am until 12.30am, 7 days per week.

The headspace website

Our website includes information about mental and physical health, work and study, drugs and alcohol, how to get help and how family and friends can support a you going through a tough time.

To access the headspace website visit [headspace.org.au](https://www.headspace.org.au).



vocational support for young people.

headspace can help with resumes, applications, interview preparation, getting a Tax File Number, cold canvassing your resume and the job market.

We have friendly Vocational Specialists based at our centre who will work closely with you and your mental health worker towards your employment goals. The vocational specialists can assist with developing a tailored resume & cover letter, interview preparation, and follow-along support once you get a job.

How I can get involved?

To find out more about vocational support talk to your counsellor at the centre or drop in and ask about how headspace can help you get into work. They can arrange a meet and greet with our Vocational Specialists. If you choose to participate in the program, an initial appointment will be arranged so you can start a vocational profile and job search activities.

Common myths and facts about mental health difficulties

Myth:

There is no hope for people with a mental illness.

Fact:

There are many supports, treatments and community services available. People with a mental illness can lead active, productive and healthy lives.

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 a family history of mental health difficulties), psychological (e.g., trauma, loss, neglect) 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. When family and friends speak and act positively towards a young person with a mental health difficulty, they create an environment that builds on a young person's strengths and promotes understanding and respect.

Celebrities who have opened up about mental health

Kendell Jenner
Adele
Beyoncé
Miley Cyrus
Dwayne 'The Rock' Johnson
Zayne Malik
Prince Harry

Mental health difficulties and young people

Mental health difficulties are the most common health challenges for young people.

Between 20-25 per cent 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.

Further information and support

Youth Reference Group

The heads pace Port Lincoln Youth Reference Group

12-25yr olds meeting weekly to plan and run events for young people and the Community.

Phone or call into headspace Port Lincoln for an application to join our Reference Group.

For further information on how your friends and family can support you, visit:
headspace.org.au/friendsandfamily

Self-care

At heads pace Port Lincoln we encourage self-care, so you must remember to be kind to yourself. Maintaining your own health and wellbeing enables you to best take care of yourself while waiting for your appointment and as part of your daily routine.

Here are a few ideas:

- Eat well and drink plenty of water
- Get a good night's sleep
- Unplug your phone, television or computer
- Get active
- Engage in a hobby
- Spend time with friends
- Practice gratitude- notice those things in life you are grateful for
- Check in with your emotions in a space where you feel comfortable.

headspace Port Lincoln is committed to embracing diversity and eliminating all forms of discrimination in the provision of health services.

headspace Port Lincoln welcomes all people irrespective of ethnicity, lifestyle choice, faith, sexual orientation and gender identity.



headspace would like to acknowledge Aboriginal and Torres Strait Islander peoples as Australia's First People and Traditional Custodians.

We value their cultures, identities, and continuing connection to country, waters, kin and community.

We pay our respects to Elders past and present and are committed to making a positive contribution to the wellbeing of Aboriginal and Torres Strait Islander young people, by providing services that are welcoming, safe, culturally appropriate and inclusive.



your rights

headspace Port Lincoln welcomes all young people to receive high quality care and support.

At headspace Port Lincoln you have a right to:

Access:
a right to healthcare

safety:
a right to safe and quality care

Respect:
a right to be shown respect, dignity and consideration

communication:
a right to be informed about the services, your treatment options and a right to seek a second opinion

Participation:
a right to be included in decisions and choices about your care

Privacy:
a right to privacy and confidentiality of the information you provide us.

comment:
a right to comment on your quality of care and have any concerns addressed.

connect:
a right to work with someone you connect with. If you don't think your sessions are working out, talk with your worker about it or let us know through our admin staff.

How can you help?

- Behaving in a respectful manner towards staff and other clients will help us serve you better.
- Be open and honest with staff about your personal and medical history so we can best support you.
- Be active in your own treatment and planning.
- Keep appointments or advise us if you cannot attend. If you miss two appointments without a legitimate reason, your commitment will be questioned and your file may be closed.
- Let us know if you don't understand something, or need extra help.
- Let us know if you are not feeling comfortable or if you would like to register a complaint.
- Give us feedback on the service we are providing as we appreciate all suggestions.

We value your privacy

If you do not want to tell us some, or all of your details on the referral form then you have the right to refuse.

Any information you give us in completely voluntary. Your information is stored securely by Country & Outback Health.

Your personal information is confidential and only information relating to your treatment is recorded on your case file.

Information about your situations may be discussed at meetings by qualified health professionals but all personal information is removed to protect your privacy

Are you safe? our duty of care

There are certain situations in which staff may need to talk to someone about you, without your permission.

Staff are legally required to report the following to the relevant authorities:

- Suspected abuse or neglect of young people under 18 years old.
- A threat to your life or the life of someone else including use and/or possession of a firearm.
- Missing persons.
- If we become aware you have committed a major crime which hasn't been reported.
- Notifiable diseases such as STI's (sexually transmitted infections).

In these cases we'll provide only necessary information to support people & services that can protect you &/or others (eg a parent, a crisis service, the police).

Where possible, we will let you know if we need to involve others.

Alternative access to headspace Port Lincoln services

headspace Port Lincoln offers face to face, online and phone counselling (telehealth) Using online and telephone sessions can feel a bit weird if you are used to seeing your counsellor face to face

Here are some practical tips so you can set up a safe space to talk.

- If possible, close a door between you and others, and keep away from busy areas of the house.
- Find a spot that's comfortable and where you can sit and relax.
- These conversations can bring up lots of emotions - have access to the things you may need like water to drink and tissues.
- Check the lighting in your space and avoid sitting in the dark. Natural light is best, but you might want to consider a lamp or other light to keep the space bright.
- Remove distractions as best you can. You might want to keep your iPad/computer handy as your counsellor may ask you to check out some online resources during your session
- Be aware of what your camera is showing. You might not be comfortable with what is visible in a video call. (Maybe have a practice with a friend to see).



meet the team



Holly Gill
Centre Manager



Tahlia Lee
Clinical Lead



Olivia Britcher
Clinical Lead



Krystall Brewster
Administrative Officer



Tara Welsh
Youth & Community
Engagement Officer



Mandy Walker
Mental Health Clinician



Donna Carr
Clinician



Andy Schubert
Youth Worker



Sam Davies
Vocational Worker



Gab Bell
Vocational Worker

Date of referral / / Staff name:

headspace Port Lincoln Referral Form (Please phone 8621 3880 if you need help completing referral form)



YOUNG PERSON DETAILS

Full Name: _____ Preferred Name: _____ Previous Client? Yes No

Date of Birth: _____ Age: _____ Gender: _____ Preferred Pronouns: _____

Address (Residential & Postal): _____

Phone: _____ Is it okay for us to contact you via SMS? Yes No

Email: _____ Is it okay for us to send information via email? Yes No

Is it okay for us to send **headspace** branded documents to this address? Yes No

Client's Key Contact Person (in case of emergency)

Name: _____ Phone: _____ Relationship to young person: _____

Aboriginal or Torres Strait Islander? Yes No Prefer not to say

Cultural Background _____

REFERRER DETAILS

Please tick if self – referral

Referrer Full Name: _____ Phone: _____ Fax: _____

Email: _____ Organisation: _____

Relationship to young person: _____

DOES THE YOUNG PERSON HAVE AN EXISTING GP? Yes No Mental Health Treatment Plan

GP Name	Surgery	Phone

IMPORTANT INFORMATION ABOUT YOUR REFERRAL- PLEASE READ

headspace is a service for young people aged 12-25 years, providing free, youth friendly and confidential service. We can only engage with young people who have provided consent to the referral.

headspace Port Lincoln is not a crisis service, and should you have any concerns, if the young person is in crisis, or if they are at an acute risk of harming themselves or others, please contact emergency services on 000. In a mental health emergency please contact Mental Health Triage on 131 465.

Please note the receipt of the referral form does **not** indicate acceptance to headspace Port Lincoln services. Suitability of the referral will be determined following assessment with the young person.

Waitlist- given the demand for headspace services, there may be a waitlist at times. You will be advised by a headspace staff member via phone call or letter. We request that you seek urgent help from your GP or local hospital should your situation change. We recommend a list of services including eheadspace and Beyond Blue.

continued on next page >

headspace Port Lincoln Referral form - continued

Reason for Referral

What are the current issues? (Please include info about the duration, age of onset and pre-existing diagnoses) Please attach further information/relevant assessments, reports etc.

What has been the impact of these issues? (e.g., relationships, school, work, home etc.)

Any other relevant information.

Program Referring to: Vocational/ Education Support Mental Health Support Alcohol/Drug Support
 School clinic headspace in Your Space

Risk Factors (self/referrer to complete) Please circle below

	Present in last four weeks	Past concern
Suicidal thoughts	Yes <input type="checkbox"/> No <input type="checkbox"/>	Yes <input type="checkbox"/> No <input type="checkbox"/>
Suicidal behaviour	Yes <input type="checkbox"/> No <input type="checkbox"/>	Yes <input type="checkbox"/> No <input type="checkbox"/>
Deliberate Self harm	Yes <input type="checkbox"/> No <input type="checkbox"/>	Yes <input type="checkbox"/> No <input type="checkbox"/>
Harm to others	Yes <input type="checkbox"/> No <input type="checkbox"/>	Yes <input type="checkbox"/> No <input type="checkbox"/>
Hospital presentation (for mental health concern)	Yes <input type="checkbox"/> No <input type="checkbox"/>	Yes <input type="checkbox"/> No <input type="checkbox"/>

If selected "yes" to suicidal behaviour or hospital presentation in last four weeks, please contact headspace Port Lincoln on 8621 3880 to discuss referral

YOUNG PERSON SUPPORTS & CONSENT

Does young person consent to referral? Yes No

If under 16, do carers consent to referral? Yes No

Does the young person receive support from other agencies? Yes No

Does the young person consent to sharing information with these services? Yes No

Does the young person consent to sharing information with referrer and other agencies to ensure appropriate care? Yes No

Agencies: _____

Caregiver 1 _____ signed _____ Caregiver 2 _____ signed _____

Young person signature _____

REFERRAL OUTCOME (office use only)

Eligible for headspace services? Yes No Rationale: _____

Appointment date & time: _____ Worker: _____

Please complete and fax to headspace Port Lincoln on (08) 8641 4399, email to headspacepl@cobh.org.au, phone (08) 8621 3880 or drop into our office at 19 Oxford Terrace, Port Lincoln.



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**For more details about headspace
visit: headspace.org.au**

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