

# Information pack for young people



**headspace** Camperdown  
Level 2, 97 Church Street Camperdown  
Ph (02) 9114 4100  
[headspace.org.au](http://headspace.org.au)  
[ehespace.org.au](http://ehespace.org.au)

## Welcome to headspace

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

## What is headspace?

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

- mental health
- physical and sexual health
- work, school and study
- alcohol and 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 drugs
  - are worried about a friend or family member
  - need advice about work or study
  - need to discuss relationships, sexuality or your sexual health.
- Getting help early for a mental health difficulty takes a lot of courage, but it makes a big difference to how quickly you can get back on track with your life.

## How headspace can help

Information and services can be accessed through:

### 1. The headspace website

- The **headspace** website is the place to find information **about** mental and physical health, work and study, drugs and alcohol and how to get help. To access the **headspace** website visit [headspace.org.au](http://headspace.org.au).

### 2. ehespace

- **ehespace** is our national online and telephone support service. It is staffed by experienced youth and mental health professionals. Young people in contact with **ehespace** can access a range of information and support as well as short-term treatment, where appropriate.
- To access **ehespace** visit [ehespace.org.au](http://ehespace.org.au) or phone **1800 650 890**. Web chat, telephone and email support is available to young people, as well as their families and friends, from 9am to 1am AEST, 365 days of the year. Email access to **ehespace** is available 24 hours a day.
- **ehespace** sessions generally take 30–60 minutes
- **ehespace** also holds monthly online information sessions where you can join group chats to talk on different topics like sleep issues, self harm, helping out a friend and more.

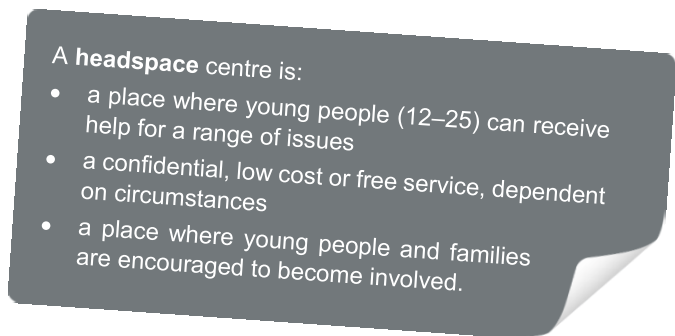
### 3. headspace centres

- **headspace** centres provide young people with access to a range of health workers who have specific expertise in working with young people – including doctors, psychologists, social workers, alcohol and drug workers, counsellors, vocational workers, occupational therapists and youth workers.
- Young people can make an appointment at a centre in person or by phone or email or ask a friend, family member or health worker to make an appointment on their behalf.
- The **headspace** centre service model is tailored to young people's needs – providing services that are developmentally appropriate, suited to the stage and complexity of illness, comprehensive, evidence based and quality assured.
- The **headspace** model works on a multidisciplinary team approach. Information may be shared across teams about a young person to ensure they're receiving the most suitable care for their needs. This approach also ensures young people are not having to retell their story.

**Please note:** **headspace** provides time-limited 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**

To find out about additional information and support available to you, see the Further information and support section below.



#### 4. Digital work and study service

- If you're 15 – 24 and worried about work or study, you can get free and confidential support from the Digital Work and Study specialists at **headspace**.  
[headspace.org.au/young-people/digital-work-and-study-program](https://headspace.org.au/young-people/digital-work-and-study-program) or call **1800 810 794**

## What happens when a young person visits a headspace centre

### Your first visit

The first time a young person visits **headspace**, they will:

1. Fill in a registration form
2. Complete a brief survey on an iPad
3. See a **headspace** worker e.g. Youth Access Clinician (YAC)

### After the first visit

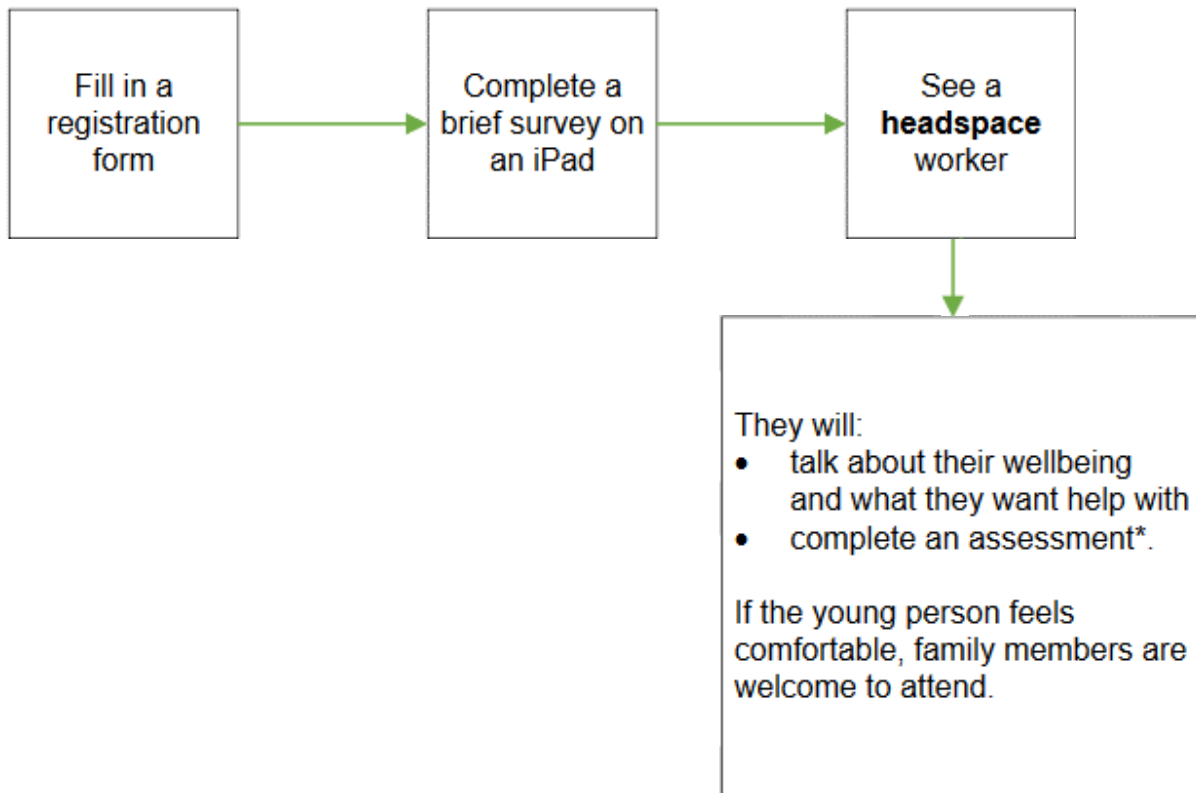
If a young person chooses to continue at **headspace**, they will:

- Work on goals with their **headspace** worker, such as:
- brief intervention and problem solving with a qualified counsellor
- early intervention and supportive counselling with one of our clinical team
- access to a doctor and/or mental health nurse for physical or mental health difficulties
- study or vocational assistance with a work and study specialist
- alcohol and drug assistance from an alcohol and drug counsellor
- referral to other agencies best suited to the young person and/or family's needs. If the young person needs a referral from a doctor to access a particular service, **headspace** can arrange this.

If you have questions about our assessment, visit [headspace.org.au/health-professionals/headspace-psychosocial-assessment-interview](https://headspace.org.au/health-professionals/headspace-psychosocial-assessment-interview)

### At the first visit

The first time a young person visits **headspace**, they will:



### After the first visit

If a young person chooses to continue at **headspace**, they will:

Work on goals with their **headspace** worker, such as:

- brief intervention and problem solving with a qualified counsellor
- early intervention and supportive counselling with one of our clinical team
- access to a doctor and/or mental health nurse for physical or mental health difficulties
- study or vocational assistance with a work and study specialist
- alcohol and drug assistance from an alcohol and drug counsellor
- referral to other agencies best suited to the young person and/or family's needs. If the young person needs a referral from a doctor to access a particular service, **headspace** can arrange this.

## How long an appointment can take

Appointments usually last 50 minutes to an hour. Sessions with a GP might be shorter.

## How much an appointment can cost

Services at a **headspace** centre are either free or have a low cost. This can be confirmed when an appointment is made.

**Please note:** a Medicare card may be required to access free or low cost services. For assistance applying for a Medicare card or accessing your Medicare card details, please speak to a **headspace** worker.

## Our commitment to inclusive practice

We understand that some groups of young people may experience additional or heightened barriers to accessing help for mental health difficulties:

- Aboriginal and Torres Strait Islander young people
- lesbian, gay, bisexual, transgender, intersex or questioning (LGBTIQ) young people
- young people from culturally and linguistically diverse (CALD) backgrounds
- homeless young people
- young men
- young people with disabilities
- young people in rural/remote communities
- young people who use alcohol and other drugs.

To ensure our services are accessible, acceptable, appropriate and sustainable for all young people, we are committed to inclusive practice.

Inclusive practice involves being responsive to the needs of all young people, irrespective of their culture, language, gender, appearance, sexuality, lifestyle, values and beliefs, abilities or socio-economic differences.

As an inclusive service, we:

- acknowledge and respect all young people
- treat all young people fairly
- do not discriminate against or judge young people
- challenge negative stereotypes
- help young people to attend to their immediate basic needs before engaging them in treatment (e.g. food, housing, safety, employment and daily living skills)
- offer flexible, tailored and culturally respectful approaches to treatment.

## A young person's rights and responsibilities

It's important that you know what to expect from **headspace** Camperdown and what your responsibilities are while you are receiving support. We believe it is important to respect your rights, and we want to work together with you to ensure that you receive all the support you need to achieve your goals.

# Statement of client rights and responsibilities

## Your rights:

- To access safe and high quality health care, assessment, and services that facilitate and support your recovery and wellbeing
- To be informed in a clear and open way about the availability of services, waiting times, associated costs, and your options for care and support
- To be shown respect, dignity, and consideration, and have your wishes and lived experiences respected and taken into account
- To be included in decisions that affect you and have your wishes and preferences understood with regard to future support and care
- Have your rights to privacy and confidentiality respected by all workers at **headspace** Camperdown
- To make a complaint and have your concerns dealt with fairly and promptly, and without fear of compromising treatment or care
- Request access to, and correction of, your information that is collected by **headspace** Camperdown
- To nominate the involvement of your family and friends in your care at **headspace** Camperdown.

## Your responsibilities:

- To disclose relevant information that may affect the health care services that we provide to you
- To treat staff and other people within the service with respect and dignity
- Discuss any concerns openly with your clinician or any one of our workers
- Notify us, within a reasonable timeframe, if you need to cancel or reschedule your appointment
- Respect the privacy of others you may come in to contact with in your interactions at **headspace** Camperdown
- Respect your own health safety and welfare, and that of others.

## More information

Australian Commission on Safety and Quality in Health Care. (2008). *The Australian Charter of Healthcare Rights*. Retrieved from <https://www.safetyandquality.gov.au/national-priorities/charter-of-healthcare-rights/>

Australian Commission on Safety and Quality in Health Care. (2017). *National Safety and Quality Health Service Standards* (2<sup>nd</sup> edition). Retrieved from <https://www.safetyandquality.gov.au/publications/national-safety-and-quality-health-service-standards-second-edition/>

Australian Psychological Society. (2015). *Charter for clients of APS psychologists*. Retrieved from <https://www.psychology.org.au/Assets/Files/APS-Charter-for-clients.pdf>

Commonwealth of Australia. (2010). *National Standards for Mental Health Services 2010*. Retrieved from <http://www.health.gov.au/internet/main/publishing.nsf/content/mental-pubs-n-servst10>

Commonwealth of Australia. (2012). *National Mental Health Statement of Rights and Responsibilities 2012*. Retrieved from <http://www.health.gov.au/internet/publications/publishing.nsf/Content/pub-sqps-rights-toc>

The Royal Australian College of General Practitioners (RACGP). (2015). *The RACGP General Practice Patient Charter*. Retrieved from <https://www.racgp.org.au/gppatientcharter>

## Consent for treatment

**headspace** Camperdown is a voluntary service. Health workers can only provide treatment to young people who give consent. This is something we will ask a young person when they attend.

*If the young person is under 18:* A parent or legal guardian is the appropriate person to give consent to access our service. In some cases, these young people can consent to treatment without parental permission.

If you would like a copy of our Consent Policy, please speak to a **headspace** worker.

## Shared decision-making

At **headspace**, we encourage you to be involved in all decisions about your treatment. Our health workers will discuss all treatment options with you and allow for your preferences (along with evidence) to guide decision-making about your care.

When a young person engages with **headspace** Camperdown, we ask what the young person would like to get from their experience with our centre. To assist with care planning, **headspace** Camperdown workers will ask young people if there are specific problems that they would like to work on and what outcomes they hope to achieve.

## Getting the help that's right for you

When you talk with a **headspace** worker, it's important that you feel safe and comfortable – we will do our best to make sure this happens.

If you do not think your **headspace** visits are working out it is important to ask yourself why. There could be a few reasons: it might be because it is hard to talk about what's on your mind, or it might be that you and your worker are not the right fit. Either way, don't give up. Talk to your worker about how you are feeling and together you can find a way forward.

### How often will a young person visit headspace?

A young person may access **headspace** centres many times over the course of their time with **headspace**, however some young people may only attend the service once and some young people may return to the service after a period of absence. This is because the **headspace** model is responsive to the individual needs of each young person.<sup>1</sup>

## Involvement of Family and Friends

Family and Friends are essential supports for young people and comprise all family types and significant others in young people's lives. **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.

Research shows that involving family and friends in a young person's care can lead to better health outcomes for young people<sup>2</sup>. Wherever possible, we advocate for and provide meaningful opportunities for your family and friends to directly participate in our services, in ways that you are comfortable with, and that are likely to be beneficial to your wellbeing.

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

## English as a second language

Our services are provided in English. In some cases, interpreters can be arranged in advance to support 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 [mhima.org.au](http://mhima.org.au).

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<sup>1</sup> Introduction to **headspace**, [headspacelearning.org.au](http://headspacelearning.org.au) [2 March 2018]

<sup>2</sup> Hopkins, L., Lee, S., McGrane, T., & Barbara-May, R. (2016). Single session family therapy in youth mental health: Can it help? *Australasian Psychiatry*. Advance online publication. doi: 10.1177/1039856216658807

## Self-care

At **headspace** we encourage self-care. When you've got a lot going on, you must remember to take care of yourself. There are a number of ways you can look after your mental health and wellbeing every day.

Here are a few ideas:

- Eat well
- Get enough sleep
- Stay active
- Work towards a goal
- Have fun
- Stay socially connected
- Minimise your use of alcohol and other drugs

For further information on self-care, visit [headspace.org.au/young-people/tips-for-a-healthy-headspace/](https://headspace.org.au/young-people/tips-for-a-healthy-headspace/).

## Collection of personal information

To provide young people with the best possible support, care and/or treatment, and continue to improve our service, we collect information about the young people who attend our centre, the services they receive and the outcomes they achieve.

Before you access our services, we will ask you to provide us with some personal information about yourself.

### What personal information will be collected?

We will only collect personal information that is necessary for us to provide our services. This includes your:

- full name and title
- date of birth
- address and contact number
- gender identity
- sexual preference
- country of birth
- language spoken at home
- Aboriginal and Torres Strait Islander status
- highest level of education.

You will also be asked to complete a brief survey about your health and wellbeing status. To help determine whether you feel you are improving, you will be asked the same survey questions before each service you receive. The information will be used by **headspace** staff to help them provide you with an appropriate service.

Your health worker will also create a clinical record for you, to document all clinical care you receive.

The information we collect helps us to keep up-to-date details about your needs, so we can care for you in the best possible way. We also use the information to better manage and plan services.

### ***We can only collect this information from you if you give consent.***

To help you make an informed decision about whether you will provide this information, you will be given a consent form.

**Please note:** If you choose not to provide us with information that is relevant to the services you are seeking, we may not be able to provide a service to you, or the service we are asked to provide may not be appropriate for your needs.

The **headspace** model works on a multidisciplinary team approach. Information may be shared across teams about a young person to ensure they're receiving the most suitable care for their needs. This approach also ensures young people are not having to retell their story.<sup>3</sup>

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<sup>3</sup> Introduction to **headspace**, [headspacelearning.org.au](https://headspacelearning.org.au) [2 March 2018]



## Information privacy and security

**headspace** is committed to protecting the privacy of your personal information. The privacy of your information is also protected by law.

We ensure that your information is managed according to all current privacy and information security legislation, which sets standards for the collection, access, storage and use of the information we collect as part of our normal operations.

We also destroy, delete or de-identify this information when it's no longer required for the purpose that we collected it.

If you would like more detail about how we collect and manage personal information, download a copy of the **headspace** Privacy Policy at [headspace.org.au/privacy-policy/](https://headspace.org.au/privacy-policy/) or speak to a **headspace** worker.

## Confidentiality and our duty of care

When you talk to a **headspace** worker what you say is kept confidential. This means nothing you say can be passed on to anyone else without your permission unless we are seriously worried about your safety or the safety of someone else. This is because we have a duty of care to try to keep everyone safe.

There are also some rare occasions when information you have provided to staff has to be disclosed for legal reasons (for example, a subpoena or court order). This will be explained to you by your intake worker, case worker or clinician.

In these cases we will provide only necessary information to appropriate services or support people that can protect you and/or others, such as a crisis service or the police. Where possible we will be open about this with you and let you know if our concerns reach the point where we need to involve other services.

If you have any questions about confidentiality or our duty of care, download a copy of the **headspace** Privacy Policy at [headspace.org.au/privacy-policy/](https://headspace.org.au/privacy-policy/) or speak to a **headspace** worker.

## Youth Participation

We believe that youth participation is the key to delivering the best services for young people. We aim to provide young people with meaningful opportunities to participate and collaborate with our centre and local community through our youth advisory group.

Young people involved in this group will have the opportunity to be involved in a number of ways, including providing input on our services, programs and resources and planning and helping out at community events. Our Youth Advisory Group meets once a month to discuss how to promote headspace and mental health awareness to our local community. It's a great way to connect with others and share your ideas.

If you are a young person aged between 16–25 and are passionate about mental health we encourage you to enquire about opportunities to join the **headspace** Camperdown Youth Advisory Group.

For more information or to join, visit [headspace.org.au/camperdown](https://headspace.org.au/camperdown) or speak to a **headspace** worker.



## Further information and support

This centre offers a range of options for young people to access further information and support, including support groups, information sessions and group therapy programs.

The following agencies also provide information and support to young people.

### National agencies

Agency	Contact details	About
Head to Health (H2H)	<a href="http://headtohealth.gov.au">headtohealth.gov.au</a>	The National Mental Health Gateway – providing extensive information on digital and teleweb supports across Australia.
Youthbeyondblue	<a href="http://youthbeyondblue.org.au">youthbeyondblue.org.au</a> Ph <b>1300 224 636</b>	Information, online chat, email & 24/7 phone support
Qlife	<a href="http://qlife.org.au">qlife.org.au</a> Ph <b>1800 184 527</b>	Online chat & phone counselling for lesbian, gay, bisexual, transsexual and intersex (LGBTI) young people
Reachout	<a href="http://reachout.com">reachout.com</a>	Information, tools, forums and apps to help cope with tough times and improve wellbeing
National Disability Insurance Agency	<a href="http://ndis.gov.au/">ndis.gov.au/</a> Ph <b>1800 800 110</b>	Implements the National Disability Insurance Scheme (NDIS), providing support for Australians with disability, their families and carers.

### State agencies

Agency	Contact details	About
NSW Mental Health – 24-hour contact	Ph <b>1800 011 511</b>	A 24-hour telephone service operating seven days a week across NSW.
Child Adolescent Mental Health Service (CAMHS)	Rivendell CAMHS Concord West NSW 2138 Ph <b>(02) 9736 2288</b> <a href="http://health.nsw.gov.au/mentalhealth/Pages/camhs.aspx">health.nsw.gov.au/mentalhealth/Pages/camhs.aspx</a>	Specialist mental health services for children and adolescents up to the age of 18yrs and their families.
Disability services	<a href="http://ndis.gov.au/about-us/our-sites/NSW.html">ndis.gov.au/about-us/our-sites/NSW.html</a>	NDIS in New South Wales

### eheadspace

Free and confidential online and phone counselling for young people aged 12–25. **eheadspace** also provides information and advice to parents with concerns about their young person.

- *Frequently asked questions about **eheadspace** – [Click here](#)*

A young person can communicate with a worker at **eheadspace** through a variety channels.<sup>4</sup>

- Email
- Phone
- Webchat

[eheadspace.org.au](http://eheadspace.org.au) or call **1800 650 890**

**headspace** is not an emergency service. If you're in need of immediate support or medical assistance, please call:

- Emergency Services **000**
- Lifeline **13 11 14**
- Kids Helpline **1800 55 1800**

<sup>4</sup> Introduction to **headspace**, [headspacelearning.org.au](http://headspacelearning.org.au) [2 March 2018]

## Kids Helpline

- Young people 5–25  
[kidshelpline.com.au](http://kidshelpline.com.au) or call **1800 55 1800**

## Lifeline

- Telephone counselling and crisis support 24/7  
[lifeline.org.au](http://lifeline.org.au) or call **13 11 14**

## Feedback – compliments, suggestions and complaints

We appreciate all feedback (compliments, complaints and suggestions) about the services and care we provide to young people. Feedback helps us to improve the quality of our services.

***You have a right to make a complaint and have your concerns dealt with fairly and promptly, and without fear of compromising treatment or care.***

You can provide feedback about your service experience in a number of ways, including:

- in person at our centre,
- on our centre webpage through a dedicated feedback form/survey [headspace.org.au/camperdown](http://headspace.org.au/camperdown).

Your feedback is taken seriously and is dealt with in a timely manner to ensure you have the best possible service experience.

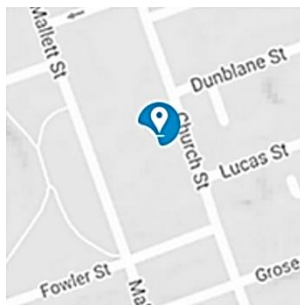
# Centre location and accessibility



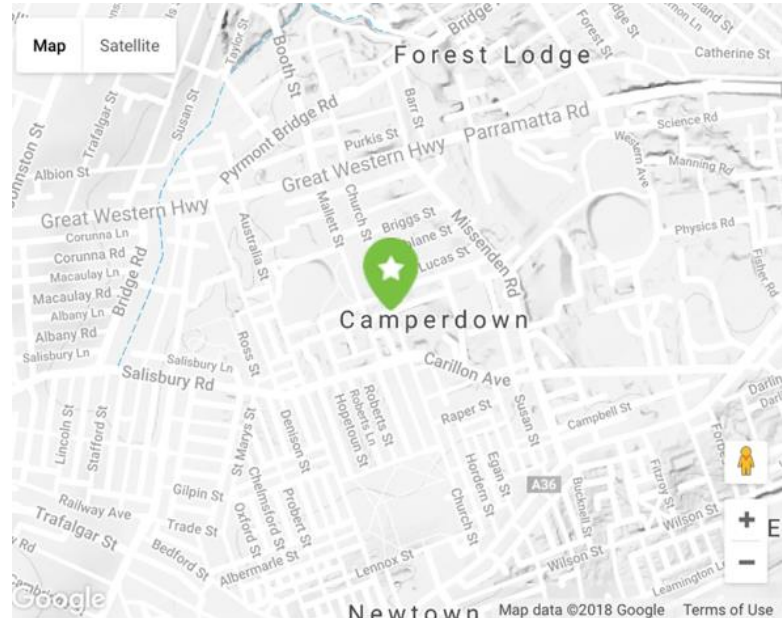
## Address:



Level 2, 97 Church St  
Camperdown NSW 2050



## Map:



[headspace.org.au/headspace-centres/headspace-camperdown](https://headspace.org.au/headspace-centres/headspace-camperdown)

## Getting here

### Public transport:

We recommend getting here via public transport as street parking is limited.

- **By bus:** There is a convenient stop on Parramatta Rd near the corner of Mallett Street.
- **By train:** Newtown is the closest train station. It is about a 15–20-minute walk.

Plan your trip here [transportnsw.info/trip/](https://transportnsw.info/trip/)

### Parking:

Limited 2hr street parking is available on Church Street and in the surrounding streets.

## Finding us

**headspace** Camperdown is located in the Brain and Mind Centre at the University of Sydney. Enter at 97 Church Street and then take the lift or stairs up to level 2.

## Access

- Wheelchair accessible entrance
- Lift
- Accessible/unisex toilets
- Braille sign



Street view photo of the centre exterior

If you have any specific accessibility needs please let us know prior to your first appointment at **headspace** Camperdown so we can be aware of how to best assist.