

headspace service information kit

headspace Penrith, Mount Druitt, Katoomba & Parramatta



eheadspace

eheadspace provides online and telephone support and counselling to young people 12 – 25 and their families and friends.

Here you can talk 1-on-1 with an eheadspace clinician via online chat, email or over the phone. You can also join group chats which cover a variety of helpful topics and are a great way to learn from other people's experiences.

To access eheadspace online for the first time you will need to register by providing an email address. Alternatively, to speak with a clinician over the phone, you can call 1800 650 890. eheadspace is staffed 9am – 1am (Melbourne time) 7 days a week for 1-on-1 chats. It's a confidential, free and safe place to talk about what's going on.

For more information about the services provided through eheadspace please visit headspace.org.au/eheadspace/

What is headspace?

headspace is a free and confidential service where young people between the ages of 12 – 25 can access friendly youth mental health professionals.

We provide access to services for a broad range of issues including mental health, physical health, drug and alcohol and employment/education. Our Penrith, Mount Druitt and Parramatta centres also have a specialised service (headspace Early Psychosis) for young people who are experiencing a first episode of psychosis or are at high risk of experiencing psychosis.

Young people do not require a formal referral to access our services and can call us, drop into our centre or email us to chat to one of our intake officers.

headspace is a cost-free service and is funded by the Australian Government Department of Health. Some of our services require a Medicare card. Young people without a Medicare card can seek help from our staff in obtaining one.

Referrals and Service Options (Primary Care)

headspace Primary Care is an early intervention service which provides face to face information and support to young people and their families and friends.

The Primary Care program offers:

- Evidence based early treatment with a multidisciplinary team
- Help with mental health, general health, alcohol and other drug services as well as work and study support
- Individual and group programs
- A ‘no wrong door’ policy which supports the young person in being connected with the best service to suit their goals, whether it be within headspace, or through a warm transfer to a more specialised external service.

To access our primary care services there are four main criteria young people need to meet.

1. They are a young person aged 12 – 25
2. The young person is help seeking and would benefit from a primary care, early intervention response (our service is voluntary)
3. The young person would benefit from accessing an available service at our centre which could include short term mental health support (from 1 – 10 individual sessions), group programs, alcohol and other drug services, vocation and educational support services and physical and sexual health support services.
4. The young person does not require urgent, immediate or crisis response. (Unfortunately, we are not resourced as a crisis centre.

Young people can self-refer to the centre by calling in, dropping in or sending through an email. Teachers, school counsellors and other service providers can also refer young people by completing and submitting a Service Provider Referral form if they have consent of the young person (or parent/guardian if under the age of 15). In this situation headspace will contact the young person directly to arrange an initial assessment and involve them in their care planning.

The Service Provider Referral form is available from all of our headspace centre websites. Simply search for your local headspace centre in your preferred search engine, click the headspace site that comes up eg: (headspace.org.au/headspace-centres/penrith), and scroll down to the “How to make a Referral” tab.



headspace Early Psychosis

headspace Early Psychosis offers early intervention and specialist services (including after-hours support) to young people experiencing, or at risk of, psychosis. The program aims to prevent disruptions in a young person’s life and lessen the duration of untreated psychosis. Our service also offers intensive integrated services for young people including treatment with a multidisciplinary team, psychiatric support, outreach services, after-hours support, group programs, functional recovery as well as support for families.

Service criteria for headspace Early Psychosis includes:

1. Young person is 12 – 25 years old
2. Young person is experiencing their first episode of psychosis, or;
3. Young persons who is at risk of developing psychosis. This may include young people who have a decline functionality, transient psychotic symptoms and/or family history of psychosis.

You can find out more information about psychosis and the headspace Early Psychosis program at headspace.org.au/young-people/understanding-psychosis-for-young-people/



headspace Private Practice Support

An integral part of the headspace model is co-location with Private Practitioners who are largely self-funded through billings against the Medicare Benefits Schedule (MBS). This is an effort to increase the range of no-cost services available to young people under a single roof.

Young people can access our Private Practitioners through the same referral options outlined on page 2. However, private practitioners will require a Medicare card which a young person can obtain with the help of headspace staff.

Across headspace Penrith and headspace Mount Druitt, our Private Practice team is made up of general practitioners (one per centre), social workers and psychologists.

headspace Consortium Support

Similar to the Private Practice model, a key part of our service is consortium support. These partnerships encourage co-location of workers from other agencies who can deliver different services. Young people can access these supports through the same referral process outlined on the previous page. Our consortium across headspace Penrith and headspace Mount Druitt are shown below:

- Nepean Blue Mountains Local Health District Drug and Alcohol service
- Flourish Australia
- Ability Options
- NBMLHD Child and Youth Mental Health Services
- Penrith City Council
- TAFE WSi
- Western Sydney University
- Ability Options
- WSLHD – Child and Adolescent Mental Health Service
- TAFE WSi
- Western Sydney University
- Salvation Army

headspace Community Development

The Community Development team are available to assist schools or other service providers through a range of means. These include event support, site tours, workshop facilitation and provision of mental health resources. Request forms for these can be downloaded from either of our websites under the “Community Development Requests” tab and emailed to headspacecdt@parramattamission.org.au.

The workshops/presentations (further details found on the request form) include:

- Meeting headspace
- Anxiety
- Depression
- Stress busters
- Psychosis
- Bullying Prevention/Education
- Getting to know the headspace model
- Information for parents and carers

Helpful Resources

24/7 Counselling and Helpline Services

Lifeline	13 11 14
Suicide Call Back Service	1300 659 467
Kids Helpline	1800 551 800
Beyond Blue	1300 224 636
NSW Mental Health Line	1800 011 511
MensLine Australia	1300 78 99 78
1800RESPECT	1800 737 732

Online Counselling for Young People

eheadspace is an online and telephone service that supports young people aged 12 – 25
eheadspace.org.au
 1800 650 890

Youth Beyond Blue provides information, online and telephone counselling for young people 12 – 25 years old with trained mental health professionals.
youthbeyondblue.com
 1300 224 636

Qlife hosts a national telephone and web-based counselling and referral service for LGBTIQ+ people.
qlife.org.au
 1800 184 527

The Butterfly Foundation runs a free psycho-education, support, counselling and referral service for anyone needing guidance with an eating disorder experience
thebutterflyfoundation.org.au
 1800 334 673

Counselling Online provides telephone and online counselling for alcohol and other drug user and their families and friends.
counsellingonline.org.au
 (02)9361 8000

Please note, many more helpful resources can be found at emhprac.org.au/services/



Contact Us

headspace Penrith
 Address: 606 High Street, Penrith, NSW, 2750
 Phone: 1800 477 626
 Email: headspacepenrith@parramattamission.org.au

headspace Mount Druitt
 Address: 55 North Parade, Mt Druitt, NSW, 2770
 Phone: 1800 683 784
 Email: headspacemtdruitt@parramattamission.org.au

headspace Katoomba
 Address: 37 Waratah St, Katoomba NSW 2780
 Phone: 1800 478 626
 Email: headspacekatoomba@parramattamission.org.au

Opening hours for the above services
 Monday - Friday 9.00AM - 5.00PM
 Saturday - Sunday CLOSED
 After hours appointments available on request

headspace Parramatta (for Early Psychosis)
 Address: 2 Wentworth St, Parramatta NSW 2145
 Phone: 1300 737 616
 Email: headspaceparramatta@parramattamission.org.au

If you need to speak to someone urgently, please call Lifeline on 13 11 14, Kids helpline 1800 55 1800 or the NSW Mental Health Line 1800 011 511.

If you need immediate support, call 000.

