



welcome to headspace  
Knox & Lilydale

# our services & our commitment to you



# welcome to your local **headspace**



**headspace** National Youth Mental Health Foundation began back in **2006**, providing provided early intervention mental health services to young people between 12 & 25.

We opened **headspace Knox** in **2013**, due to the rising need for young people to be able to access free support. We were here to assist young people through all of their early life adversities, in a healthy, safe way. Not just a youth mental health service, but a service that could support our young people with many other aspects of their life.

As our community was growing, we needed to grow with it, so in **2021**, we opened the doors to our **headspace Lilydale** site.

Our continual growth has allowed us to expand our services, our staff, our sites, and our impact, but this means more than ever we need you. Our community, our young people and our families make sure we stay focused on providing the best support possible.

We want to welcome you to our service. Please always feel comfortable reaching out to us for support, or providing feedback if you feel like we could have done something better.

We're with you through your Journey.

## how much does headspace cost



**headspace** does not cost anything. We are a free service. However, services outside of our centre may have a cost. To ensure that our services remain free, we may ask for a medicare card or Mental Health treatment plan throughout your time in our service.

If you need to access services outside of headspace Knox or Lilydale, our team will endeavor to identify services that are low-cost to you and your family.

If we decide to refer you to external organisations or services, it may be for several reasons including, but not limited to: quicker access to support, services unavailable at your headspace site of preference, or more specific, relevant services or support for your needs.



## our young peoples rights



At **headspace**, our Young people will **always** have the right to:

- Be always treated with respect and dignity
- Receive high quality, professional service which is neither discriminatory nor judgemental
- Make a complaint or provide a compliment about the support and/or treatment received at the **headspace Knox** centre, the **headspace Lilydale** satellite site, associated outposts, or directly to headspace National.
- Work together with the team at **headspace Knox & Lilydale** (satellite site) on goals and care plans that young people have contributed and agreed to
- Be involved in making decisions on issues that affect their life
- Ask to see or receive service from a different **headspace** team member if young person is not satisfied or comfortable with the team member allocated to them
- Access interpreters
- Have services provided in a culturally sensitive way
- Receive prompt, meaningful responses to questions or concerns raised about support or treatment
- Have health information treated as confidential by all headspace staff
- Access **headspace** health records under the Freedom of Information Act 1982. Please see “Your information – It’s Private” brochure

# young peoples responsibilities



To ensure that our services are supportive to all our young people and their families, we ask all our young people to remember their responsibilities to our service. We want this to be a safe, supportive place for everyone.

## Young People's responsibilities include:

- Be involved in making decisions on issues that affect their life
- Show respect for the people who are providing support services and other users of our services
- Respect the privacy, needs and dignity of others accessing headspace Knox centre & Lilydale (satellite site) or working in headspace Knox centre & Lilydale (satellite site) by being courteous and considerate
- Keep appointments arranged or contact the headspace service if unable to attend
- Follow rules regarding no smoking areas and the prohibition of alcohol and illicit drugs on headspace premises



# consent for treatment



headspace Knox's and Lilydale's (satellite) services are committed to seeking informed consent from young people before any service is given to the young person.

Involving young people in decisions about their care and well-being acknowledges their personal worth and individuality as well as their responsibility in managing their own health and well-being.

## A young person gives informed consent if they:

- Have capacity to give informed consent to the treatment proposed
- Have been given adequate information to enable the person to make an informed decision
- Have been given a reasonable opportunity to make the decision
- Have given consent freely without undue pressure or coercion by any other person
- Have not withdrawn consent or indicated any intention to withdraw consent



# collection of personal information



To provide you with the best possible support, care and treatment and continue to improve our service, **headspace Knox** and **Lilydale** collect some information about all the young people who access our services, the services they receive and the outcomes they achieve.

## This includes your:

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

We understand that you might not want to answer some of these questions, and that's OK. We can only collect this information from you if you give consent. If there is information you don't want us to collect, please tell us. It's no problem, and we can chat it through.

We're committed to protecting the privacy of your personal information. The privacy of your information is also protected by law. We make sure 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 needed.

## confidentiality & duty of care



Our **headspace Knox** centre and **Lilydale** satellite site is committed to protecting individuals' rights to privacy. This means that information told to headspace **Knox** Centre and **Lilydale** clinicians **will not** be shared with anyone unless the young person says so, or if duty of care applies.

**Duty of Care:** In certain circumstances, if there are concerns raised regarding the safety of clients, clinical staff are obliged to provide relevant information to services such as crisis service or the police without consent. This is to ensure that young people are protected and receive relevant support. Breaches to existing privacy and confidentiality agreements can occur based on potential self-harm, imminent or acute risks to suicide, being harmed by others and harm to others.

**headspace Knox** and **Lilydale** staff must obtain consent to collect health information. When personal and sensitive information is collected from the young person, this must be directly related to the provision of health and other care services or is essential to the quality and effectiveness of services being delivered.





## whilst you wait options



There may be times when you are waiting for an appointment with **headspace Knox** and **Lilydale**. While we work to minimize the wait for you, here are some helpful tips, websites and phone numbers you can use for support:

A problem can sometimes be too hard to solve alone, and asking for help might feel scary at first, but it gets easier over time. Some people you can ask to help support you could be:

- Family
- Friends
- Work Mate
- Partner
- Teacher
- School Wellbeing
- Doctor

### Emergency Contacts:

**headspace** is not a crisis service. If there is an emergency situation, or if you or someone else is in immediate danger or at risk of harm, contact the appropriate services listed below:

- **Mental Health Emergency:** Psychiatric Triage Service 1300 721 927
- **All Other emergencies:** Attend your nearest Emergency Department or call 000



### Contacts:

- + **kids help line** – 1800 55 1800
- + **Lifeline** - 13 11 14
- + **Parent Line** - 13 22 89

## whilst you wait options Cont.



Some additional **support options** that you can reach out to include linking in with webchats and forums, here are some recommendations below.

### Websites:

- **headspace:**

headspace.org.au – Once you create a (free) account you to be able to access additional supports such as online digital, work and study programs, interactive tools, self help information and, parent and carer events.

- **Orygen MOST** online:

Ask your clinician to make a referral on your behalf

- **Qlife:**

qlife.org.au - Online counselling services for the LGBTIQ+ community



## involvement of family & friends



Our staff at **headspace Knox** and **Lilydale** recognizes the importance of having family and friends in the assessment, treatment and support of their young person accessing services.

Where possible, **headspace Knox** and **Lilydale** staff promote the active involvement of family and friends' development of care and treatment plans. Centre staff will also provide guidance and support to families and friends, including siblings, to assist them to care for their own wellbeing. This additional support could include referrals to other services, strategies for looking after their own mental health and wellbeing, and Parent/Carer peer support.

Given that every young person's situation is different, in a small number of cases, it may not be in the young person's best interests to include family and friends in their care.

**With the consent of the young person**, family and friends are actively involved in the screening/assessment process, planning and service delivery. Where the young person does not give consent for the involvement of family and friends, **headspace Knox** and **Lilydale** staff will respect that decision.

**Register your interest** for our family and friends reference group



# youth participation & inclusion



## Youth Participation:

**headspace Knox & Lilydale** (satellite site) believe that youth participation is fundamental to the delivery of quality services to young people. Youth participation activities at **headspace Knox & Lilydale** (satellite site) are open to all young people, not only young people who identify as having had a mental health issue or those who have attended our on-site services.

## Our commitment to Socio-Cultural Inclusive Practice:

**headspace Knox** and **Lilydale** acknowledge that young people may experience discrimination and inequality across a range of diverse characteristics including gender, disability, socio-economic status, cultural background, education level, sexual orientation, location of residence, age, religion and beliefs. We are committed to ensuring that **every** young person has equitable access to health, social support, education, housing and employment and we will support our clients to achieve their desired outcomes.



# feedback and centre locations



## headspace **Knox** Centre:

**Location:** 2 Capital City Blvd,  
Wantirna South VIC 3152

**Phone:** (03) 9801 6088

**Fax:** (03) 8677 9081

**Email:** [info@headspaceknox.com.au](mailto:info@headspaceknox.com.au)

## headspace **Lilydale** Satellite site:

**Location:** 216 Main St, Lilydale  
VIC 3140

**Phone:** (03) 9735 7900

**Fax:** (03) 8799 3977

**Email:** [headspacelilydale@each.com.au](mailto:headspacelilydale@each.com.au)

headspace **Knox**  
website:



Feedback on our  
services:



headspace **Lilydale**  
website:

