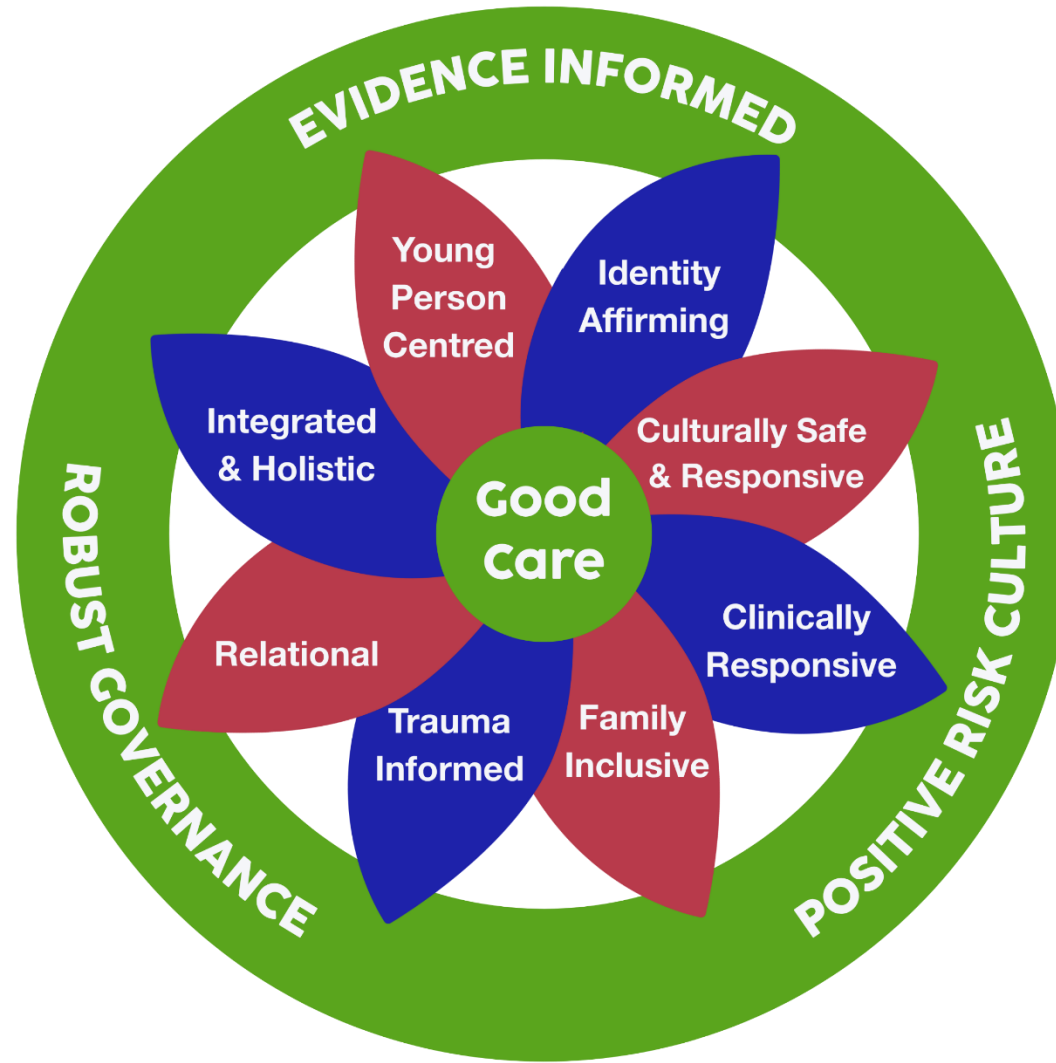




headspace good care Framework



Good Care Practice Foundations

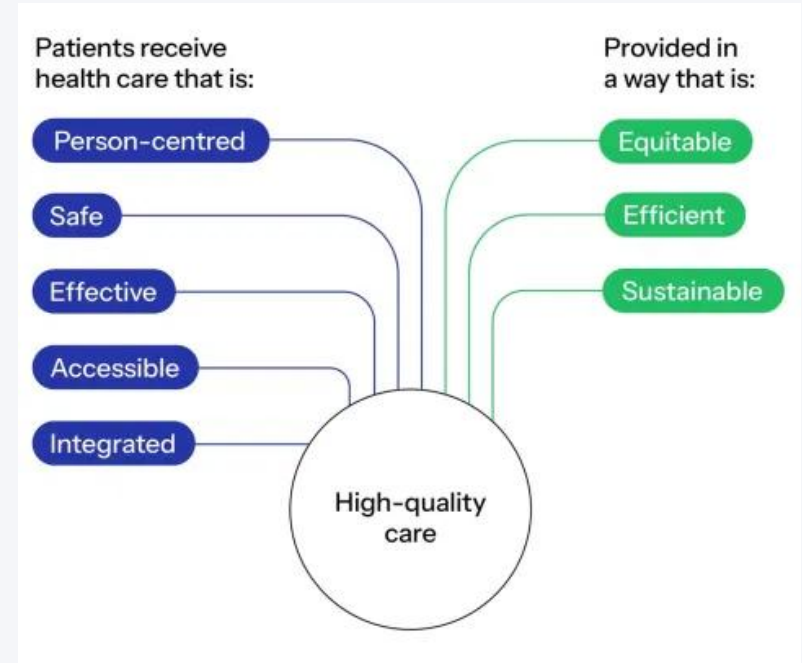


Robust Governance

Robust governance provides the leadership, culture, systems and processes that support safe, high-quality, culturally safe and continuously improving care.

Supported by governance frameworks, defined responsibilities, supervision, clear decision-making processes

Workforce are qualified and credentialed to deliver safe and responsive care.



Australian Commission on Safety and Quality in Health Care. National Model for Clinical Governance. The foundations of high-quality care. ACSQHC; 2026



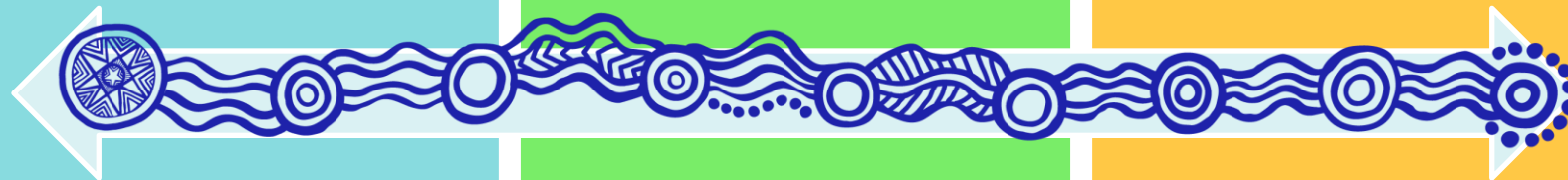
Cultural
Governance



Clinical
Governance



Corporate
Governance



Evidence informed



- All headspace services must deliver care that is grounded in the best available scientific evidence, clinical expertise, and the preferences and cultural context of young people and their family.
- Staff engage in reflective practice, supervision, deep listening, peer support, and ongoing learning to improve their skills.
- Services utilise measurement-based care to inform decisions, monitor outcomes, and drive continuous improvement
- Staff contribute to research and share innovations to advance best practices.
- Services are learning health systems.

Positive Risk Culture

A positive risk culture guides how risks are understood, reflected on, and responded to.

System and service risks that shape care, are recognised and considered, alongside the multiple, changing risks experienced by young people and family, and those that impact staff.

Risks are positioned as inevitable, shared, dynamic, and manageable.

The potential harm caused by overly risk averse approaches is recognised, and services actively work to mitigate this



Why a Positive Risk Culture Matters

Enables services to provide care that is accessible and responsive.

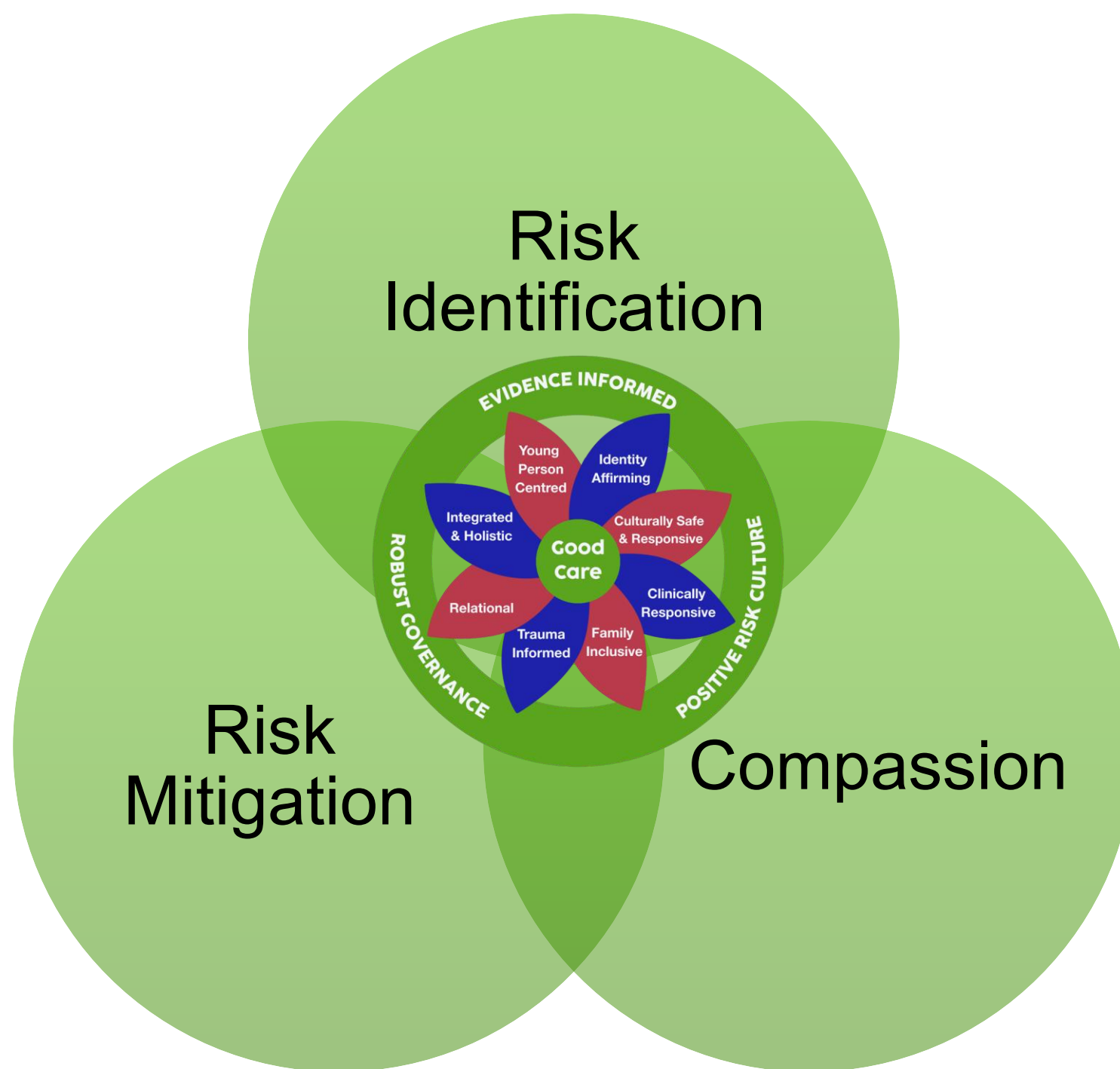
It supports a healthy, balanced and realistic approach to risk

Young people's lives involve exploration, uncertainty, and risk. headspace services respond thoughtfully avoiding over or under reacting.

Meets young people where they are at - varied entry and engagement options, ongoing assessment processes, engaging family, providing outreach and after-hours care.

Risk averse practices have a disproportionate impact on First Nations, multicultural and LGBTIQ+ young people and family.



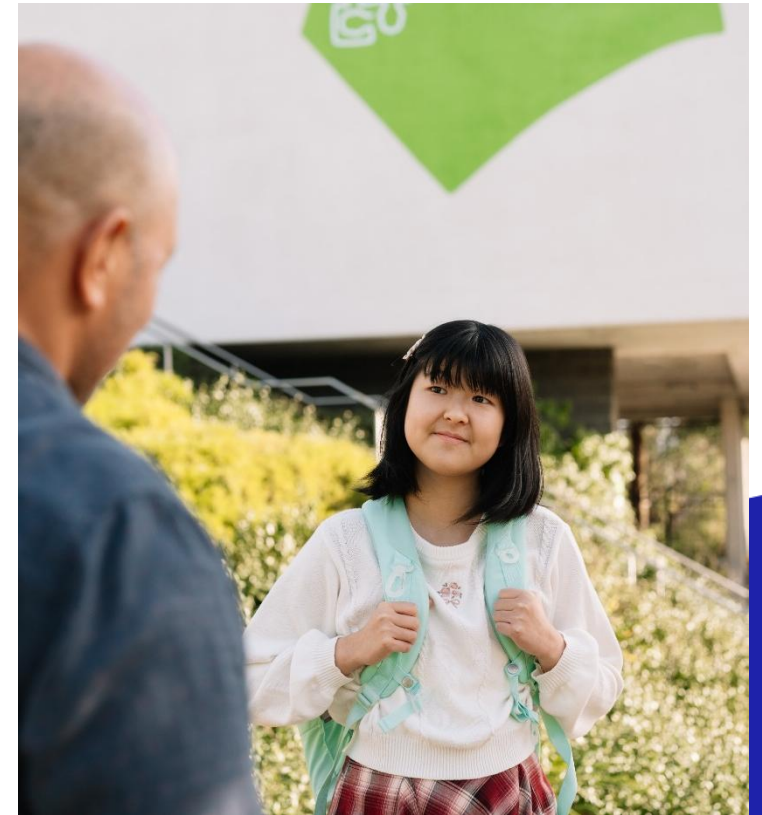


Good Care Practice Principles



Young person centred

- Care is delivered in a manner that promotes choice and autonomy, respecting young people's ability to express and determine their preferences regarding their care.
- headspace staff collaborate with young people and their families to ensure care pathways are clearly understood.
- Young people are supported in informed decision-making and encouraged to be active participants in their own care.
- Regular discussions occur regarding the young person's preferences about the focus, goals, and duration of care.



Integrated & Holistic

- headspace staff provide a positive care experience to all young people who seek assistance, though they may not always meet every need of every individual.
- Care addresses the holistic needs of young people
- Psychosocial support is offered, recognising its vital role in helping young people thrive.
- Various care modalities are considered and provided
- Integration of care occurs both within headspace and with external providers.



Identity Affirming

- Care is respectful and affirming of a young person's gender, cultural identity, faith, neurotype, and sexuality.
- Recognition of the intersections among these aspects of identity.
- headspace staff collaborate with young people in a curious and open-minded manner.
- Acknowledgement of the impact of discrimination, marginalisation and stigma .
- Emphasis on the strengths and connections derived from these identities.



Trauma Informed



- Care at headspace acknowledges the widespread impact of trauma and supports recovery pathways.
- A trauma-informed approach is integrated at all levels of service delivery.
- All staff understand how trauma impacts young people, families, and communities.
- Staff acknowledge the strengths and adaptive skills of young people affected by trauma, fostering hope and optimism to support goal achievement.
- Service policies and procedures ensure appropriate responses to trauma-related challenges.
- Services strive to identify and actively prevent potential re-traumatisation during care engagement.

Relational

- A relational approach fosters a collaborative and supportive therapeutic relationship.
- headspace staff employ warmth and attentiveness to build and maintain rapport.
- The therapeutic relationship reflects other personal relationships, with dynamics potentially influencing the therapeutic space.
- Relational care emphasises providing a positive care experience and avoiding repetition of harmful relational patterns.
- Staff are skilled in recognising and managing the therapeutic alliance.
- Supervision and reflective practice are utilised to develop and sustain relational care.



Culturally Safe & Responsive

- **headspace services aim to foster a safe environment for people from all cultures.**
- **Cultural responsiveness ensures young people and their family feel confident that their cultural identity will be honoured.**
- **Care is provided in a holistic and culturally sensitive manner.**
- **Staff are committed to recognising, addressing, and responding to racism and all forms of discrimination.**
- **The inherent inequities within the health system are acknowledged and tackled.**
- **Efforts are made to recognise and alleviate the colonial burden affecting First Nations workers.**
- **Attention is given to the cultural load experienced by multicultural workers and those from the LGBTQIA+ community.**



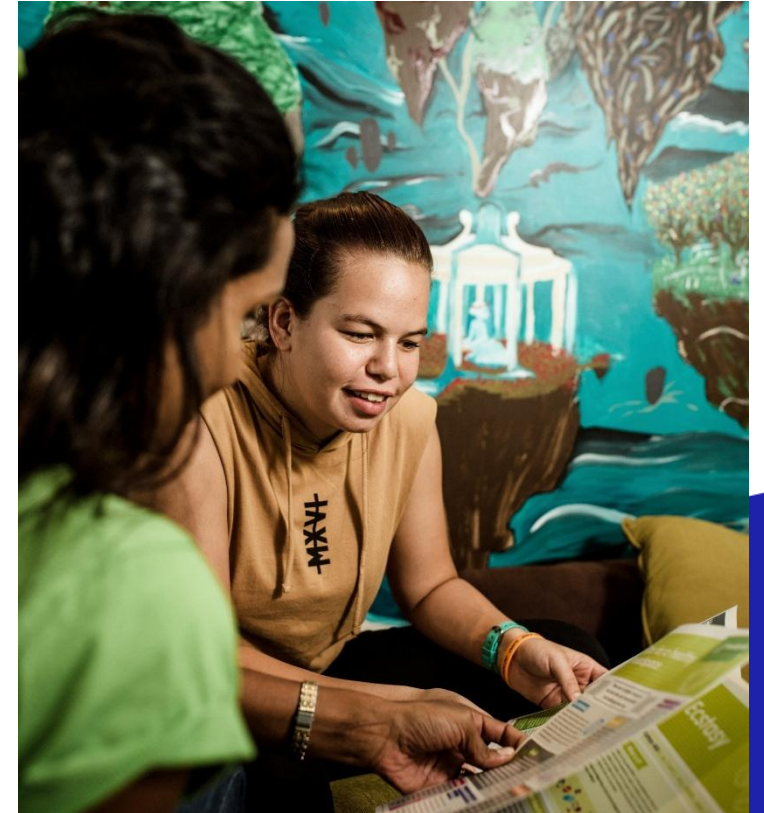
Family Inclusive

- Care is provided in a manner that recognises the importance of family in a young person's life.
- This approach actively supports the young person's family.
- It encourages family involvement and contribution in the care and support of the young person.
- The definition of family is personalised by each young person and may include parents, caregivers, siblings, partners, Elders, kin, mentors, community members, or others seen as significant in their care.



Clinically Responsive

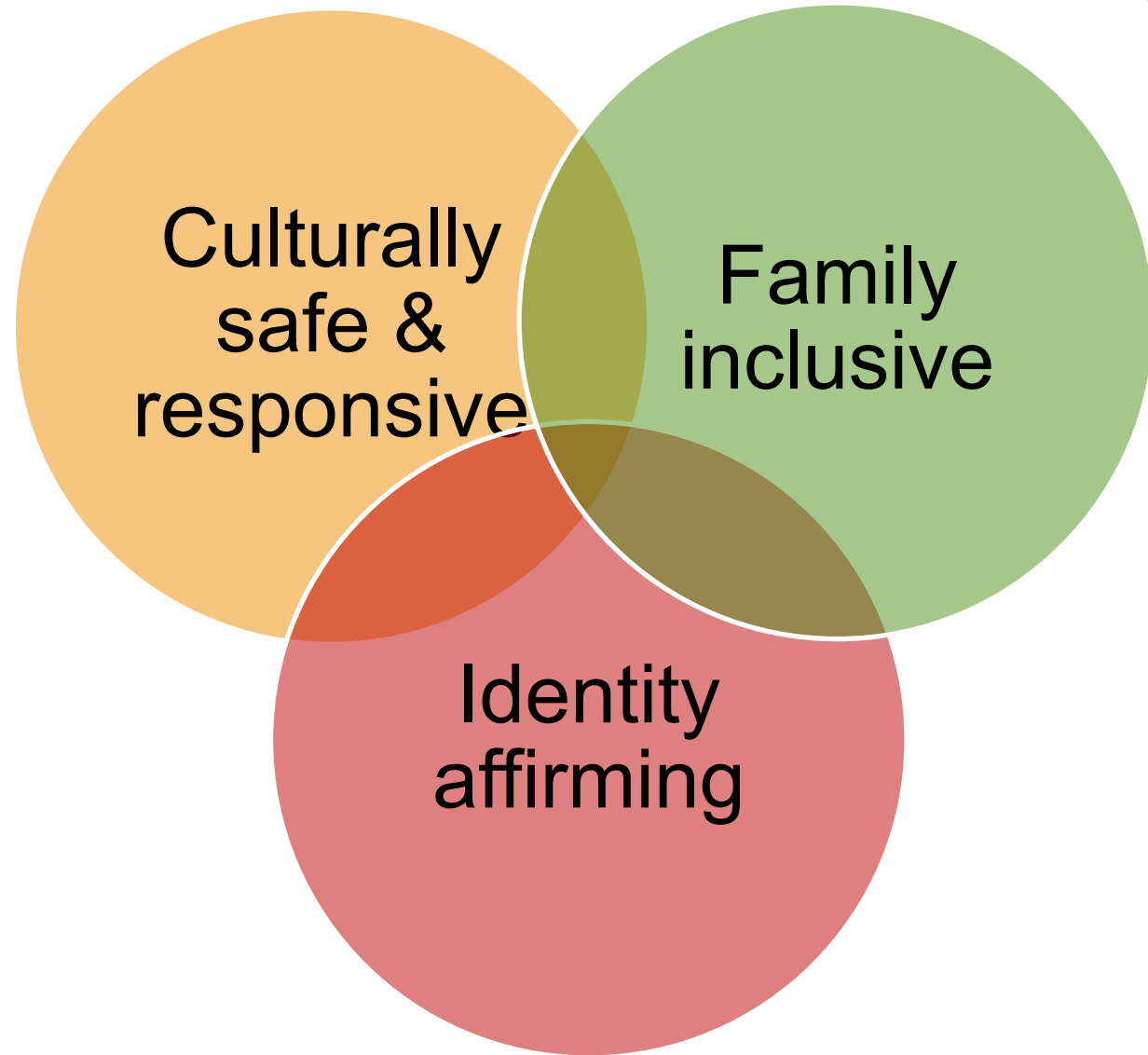
- Every young person is met with timely, evidence-informed and developmentally appropriate.
- Practitioners are alert to signs and symptoms of a wide range of mental health presentations and respond appropriately.
- Services are structured to support multidisciplinary and team-based approaches.
- Flexible and responsive assessment and formulation processes that are guided by clinical judgement, attuned to young people's needs and family circumstances, and support evidence-based care planning.
- Every practitioner has a role to play in ensuring that every young person is responded to in accordance with their needs and supported into the appropriate treatment pathway



All components are intersectional



Young Person Centred



thank you



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the Australian Government

