

Seeing the Whole Young Person: Introducing the headspace Good Care Framework



Tuesday 30th June
2026

Acknowledgement of Country

The Mental Health Professionals' Network (MHPN) respectfully acknowledges the Traditional Custodians of the lands, seas and waterways across Australia upon which our webinar presenters and participants are located.

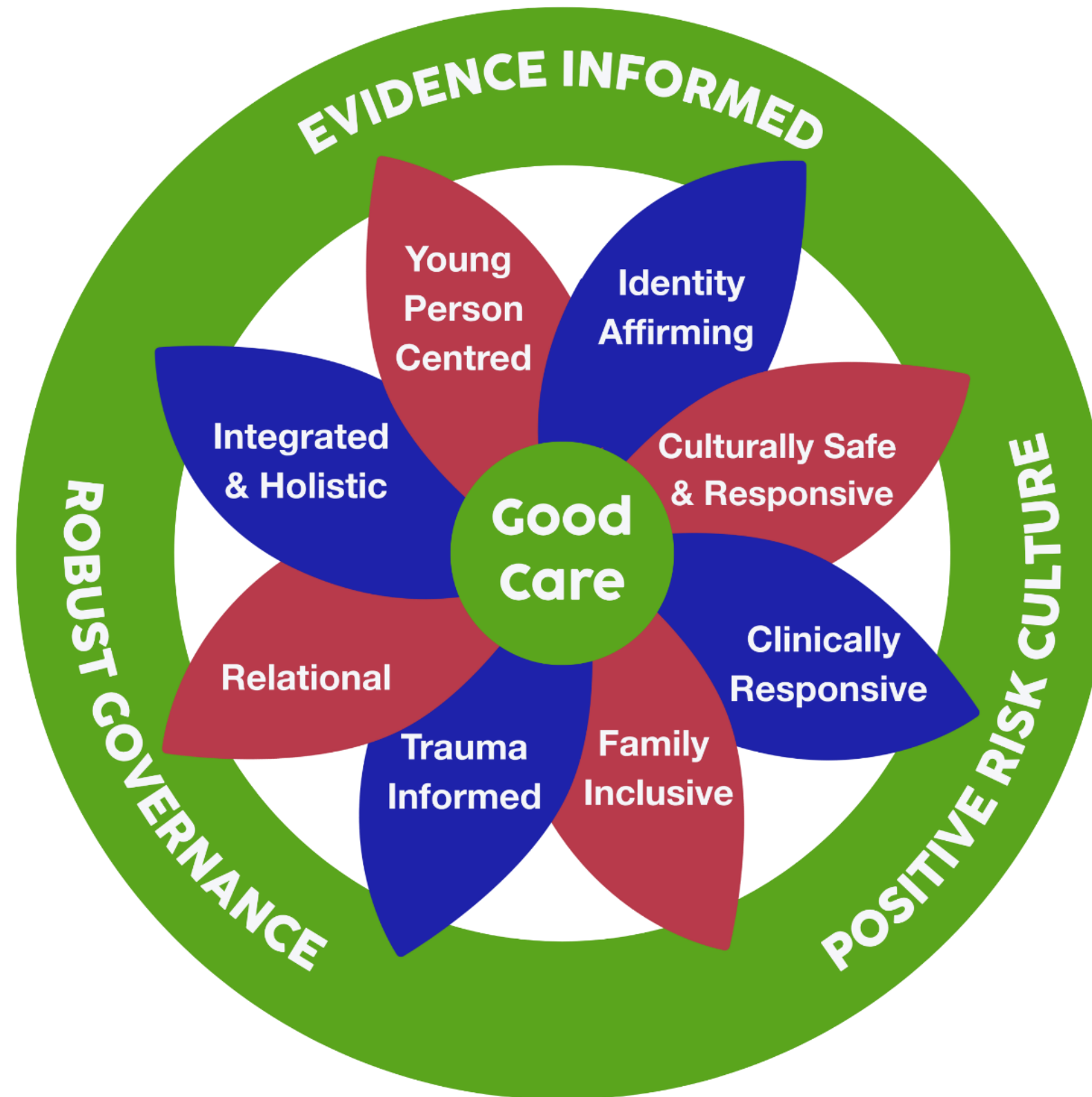
We pay our respect to the Elders past, present and acknowledge the memories, traditions, culture and hopes of Aboriginal and Torres Strait Islander people.

Learning Outcomes

1. Describe the development of headspace's Good Care Framework.
2. Outline the components of the headspace Good Care Framework, including the foundational elements and core practice principles.
3. Outline how this approach to providing care to young people and families is responsive to their holistic needs and respectful of their autonomy, culture, developmental stage and identity.
4. Describe strategies and approaches to support trauma-informed, affirming, safe, collaborative and relational care when working within multidisciplinary teams alongside young people, their families and their communities.



headspace good care Framework



Good Care Practice Foundations

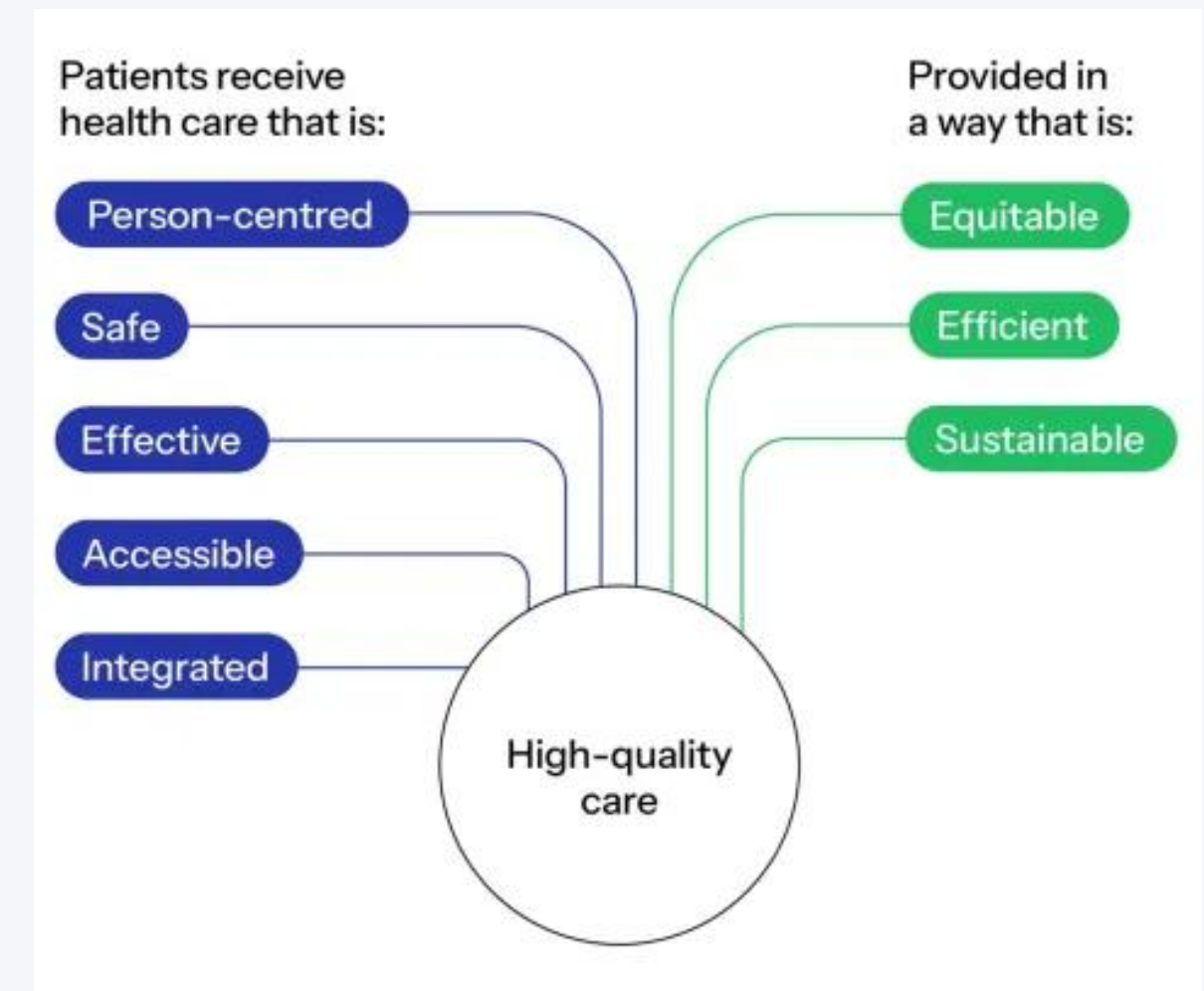


Robust Governance

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, and clear decision-making processes.

Workforce are qualified and credentialled 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



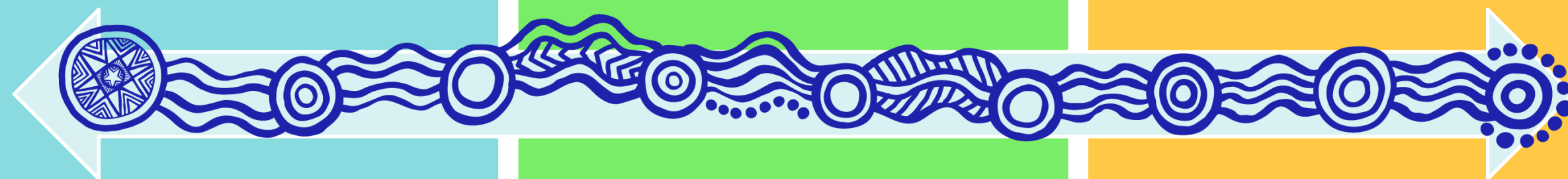
Cultural
Governance



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 families.**
- **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 families.



