

## Frequently asked questions about eheadspace

### ➤ What is eheadspace?

**eheadspace** is a confidential, free and secure space where young people aged 12 to 25 years and their family can web chat, email or speak on the phone with a qualified youth mental health professional. The **headspace** online and telephone support service is operated by **headspace**, the National Youth Mental Health Foundation.

All **headspace** online services are free, but if you call 1800 650 890 from a mobile phone normal call charges apply. Let us know if you are calling from a mobile and we can give you a call back.

### Who is eheadspace for?

If you are 12-25, and in Australia, you might use **eheadspace** if you:

- want to chat about what's going on in your life
- want information
- are worried about your mental health, for example feel depressed or anxious
- are feelings isolated or alone
- are worried about your drug and/or alcohol use

**eheadspace** also has specialist support if you are 12-25 and looking for help with work or study.

You can also use **eheadspace** if you have a family member (or care for someone) who is 12-25 and you are concerned about their mental health and or looking for support to care better for them. Our Family and Friends Specialist is available Tuesday, Thursday, Saturday from 10am to 6pm (AEDST).

### How do I contact eheadspace?

There are three ways to contact **eheadspace**:

- Chat at [eheadsapce.org.au](http://eheadsapce.org.au), seven days a week from 9am to 1am AEST (Australian Eastern Standard Time)
- Call us on 1800 650 890, seven days a week from 9am to 1am AEST
- Email us anytime and received a response from an eheadspace worker within 24 to 48 hours.



You can email **eheadspace** with your details and times you are available for webchat appointment or for an **eheadspace** worker to call you back between 9am and 1am AEST. We'll confirm the appointment by email.

### **Who will I be speaking to at eheadspace?**

**eheadspace** 'workers' are experienced youth mental health professionals, including social workers, mental health nurses, psychologists and occupational therapists. If you want to know more about these professionals and what they do, just as an **eheadspace** worker.

### **How much does eheadspace cost?**

**eheadspace** is free but if you call from a mobile phone, normal charges apply. Let us know if you are calling from a mobile and we can call you back.

### **How will eheadspace help?**

**eheadspace** can help by talking to you about what's on your mind, giving you information about what help is available and how you can build new coping skills. Depending on what's best for your situation, you may be offered treatment options such as arranging some set appointment to work on specific goals (we call this **etherapy**). The **eheadspace** work will explain the options and what they involve.

### **Do I have to book an appointment to chat online?**

You don't have to make an appointment to web chat with one of our workers. However, if the service is busy, there may be a wait or you might be asked to come back another time. Making an appointment means we can ensure someone is available to speak with you. You can email **eheadspace** to book a time to chat. Remember to let us know if you're not going to be able to make an appointment so we can help another young person.

### **How long will it take to receive an email response?**

**eheadspace** will try to respond to your email as soon as possible, usually within 24 to 48 hours.



## How many times can I use eheadspace?

**eheadspace** aims to support young people with the concerns that come with – generally this means short term support. Some problems might need a bit longer and some people might need to come back. Your **eheadspace** worker can help you clarify the issues and areas you will work on together and you can talk about how long you might need the support of **eheadspace**.



## What should I say the first time I chat to someone at eheadspace?

It's not unusual to feel nervous about getting help for the first time. Talking to someone new about what's on your mind can take some time to get used to. If you are having trouble talking about your thoughts or feelings, you may find it useful to send an email – sometimes writing things down helps you sort out where you want to start. The more information that you can provide to **eheadspace**, the more **eheadspace** will be able to help you. Some helpful information to share would be:

- how you've been feeling
- if you've had any mental health issues before
- if you're using drugs or alcohol
- if you're not sure what you want to work on
- whether you're in crisis or worried about your safety
- if you've had contact with a mental health profession or service before
- if emotions arise during a session, such as sadness or anger (you can share this with your **eheadspace** worker)
- if you have concerns about getting help online.
- If you don't understand something the **eheadspace** worker is saying.

## What if I'm already using other support services?

It's best to let the **eheadspace** team know if you are in contact with more than one service. For example, this could be a local mental health service, another online service or your local doctor or school counsellor. We're better able to support you if we talk to your other service and make sure we're all working together. Having contact with many services especially when they are not working together, can be unhelpful.

We encourage you to try and only use one online and telephone service. This means the online service is better able to coordinate with any face to face service you have. It also means that more young people are able to get help if the services are not doubling up. If you have contact with other services, please let **eheadspace** know and we can talk about what this means and agree on next steps together.

### **Can I choose if I want to speak with an eheadspace worker of a specific gender/culture?**

You can let us know if you have a preference to speak with a specific worker. However, the worker you want may not always be available. Making an appointment might be one way to make sure we can meet your needs as much as possible.

### **Will I talk to the same worker every time I access eheadspace?**

Lots of young people we're in contact with have an allocated worker. If you prefer to keep your contact with one worker, please let the team know. If you can make a regular appointments you can be guaranteed access to 'your' allocated worker (except in unusual circumstances). If you just log on, we can't guarantee your worker will be working or available.

### **I'm having trouble with the website, what should I do?**

If you are having trouble accessing any of the functions on the website, please email us to report the issue on [info@headspace.org.au](mailto:info@headspace.org.au).

### **I need help straight away, who should I contact?**

If you are in an emergency situation or need immediate assistance, contact mental health services; go to your local emergency department or call emergency services on 000. If you need to speak to someone urgently, call **Kids Helpline 1800 55 1800** or **Lifeline 13 11 14**.

### **What if I am having thoughts of self-harm?**

It's important to tell **eheadspace** if you are having thoughts about harming yourself.



Sometimes young people who are assessed as being at serious risk of harm may be referred to a supported to attend face to face service for further assessment.

Sometimes **eheadspace** cannot provide enough support to help a young person be safe. If we are concerned for your immediate safety, and the worker thinks it's necessary, **eheadspace** workers will contact the relevant emergency service. Where possible **eheadspace** workers will let you know of any actions they are taking, unless doing so places you at further risk.

We are obliged to try to protect you and/or others if the information you give us tells us that:

- you are being seriously hurt by someone else
- you are thinking of seriously harming yourself
- someone else if being; is likely to be; seriously hurt by you or another person

If we need to contact emergency services to get extra help for you (or someone else) we will try to make sure this happens in a way that doesn't put anyone at risk or harm.

### How can eheadspace help families?

Family members or friends of a young person, who is 12-25 years, might use **eheadspace** if you:

- want to chat about what's going on in the young person's life.
- need support seeking information about services for young people and families
- are looking for parenting resources
- are working about your young person's mental health which may include concerns about depression, anxiety, isolation, drug and/or alcohol use
- are feeling isolated or alone



## How do I contact the eheadspace family specialist?

➤ There are family specialists available at **eheadspace** on particular days. There are three ways to contact **eheadspace** family specialist:

- web chat at [eheadspace.org.au](http://eheadspace.org.au) (as per specified times)
- call us on 1800 650 890 (as per specified times)
- email anytime

Appointments: you can email **eheadspace** with your details and times you are available for an appointment (phone or online) with a family specialist. We'll confirm the phone appointment by email.

## eheadspace family specialists

**eheadspace** family workers are experienced youth mental health professionals with additional family therapy training, including, social workers, mental health nurses, psychologists and occupational therapists.

## How will eheadspace family clinicians help?

**eheadspace** can help by listening, talking to you about what's going on for your young person, giving you information about what help is available and how to assist your young persons. We will be happy to discuss with you different approaches and respond to your particular needs and situation with you.



Some parents and families feel apprehensive about getting help. Our family specialists are experienced in supporting family members who come from many and varied situations and backgrounds. We will work with each family (parent/carer/friend) on your specific questions or goals.

The more information that you can provide to **eheadspace**, the more **eheadspace** will be able to help you.

Our family clinicians may ask you about some or all of the following:

- your young person's situation
- what you may be needing, as well as the needs of your young person (their mental health; health issues, drug and alcohol, risk, services involved etc.)
- a little information about your family's history
- if you have contact with any other services

## ➤ What happens if both a young person and their family member are in contact with eheadspace?

The information that you share with us is confidential. However, we often explore whether it may be helpful for you to talk to the young person about your contact with the service.

In a similar way, if your young person is a current **eheadspace** service user, we will not disclose information to you about your young person unless we have their permission or are concerned about their immediate safety. We aim to support improved family relationships and seek consent from young people to work towards transparent and open communication.

## Why does eheadspace need information about me?

You have to be register to use the chat and email features on **eheadspace**. The information provided when you register help us:

- understand the types of people using **eheadspace** (age, location, postcode etc.)
- make sure we have enough information to help you
- locate service in your local area if you need them
- advocate an speak up for the needs of young people using **eheadspace**



Young people who make their first contact with **eheadspace** on the phone will be asked to provide the same information. If **eheadspace** needs to contact you via email, we will use the email address provided in registration.

We recommend you use an email account that you do not share with anyone and only you know the password. Correspondence with **eheadspace**, web chat and emails will only be read by the **eheadspace** team.

## Can I be anonymous?

Young people or family members must register at [eheadspace.org.au/register](https://eheadspace.org.au/register) to use the service. To register you don't need to provide a full name, but you need to provide an email address. You don't need to provide your full name on the phone either.

## Is contact with eheadspace secure and confidential?

➤ Every effort has been made to ensure that all contact with the **eheadspace** service is secure and confidential. When you talk to someone at **eheadspace** nothing said (or written) can be passed on to anyone else without your permission.

There are a few exceptions, such as if we are concerned about your safety or the safety of someone else.

In these instances, the **eheadspace** worker will try to talk to you first about what needs to happen and what additional support you may need to help you be safe.

If necessary, we may need to pass on your contact information (if you have supplied it) to authorities who can help protect you and/or others, such as an emergency service or the police. Where possible, we will let you know if our concerns reach the point where we need to involve other services.



## Do you record my calls/ emails/ chat?

Our system keeps a record of web chat and email conversations. We also collect your IP address, your Internet Service Provider and the date and time you access the site. This information is securely stored and we have regular checks to make sure the information is safe.

## Will you tell my family about anything we talk about?

When you talk to an **eheadspace** worker, what you say is kept confidential. Parents or loved ones can be supportive during difficult times. Depending on your circumstances, you may want to talk to **eheadspace** about how you talk to parents or loved ones. If you are under 16, **eheadspace** would prefer to let your family know you are in contact with us – if you have concerns about this please let us know.

## Will the eheadspace phone number show up on my mobile/home phone bill?

We don't know. It depends on the type of phone bill you receive. If this is a concern for you, try calling us from a public phone or your own mobile. You could also try to find out if other 1800 numbers appear on the bill. If they do appear, the **eheadspace** phone number is likely to appear.