

What is a headspace Centre?

headspace centres are located across metropolitan, regional and rural areas of Australia. Each centre can help with mental health, physical health (including sexual health), alcohol and other drugs or work and study issues.

Centres are built and designed with input from young people so they don't have the same look or feel as other clinical services.

They are there so you can access the type of health worker you need. This could be a GP, psychologist, social worker, alcohol and drug worker, counsellor, vocational worker or youth worker. A number of centres also have Aboriginal and Torres Strait Islander health workers, welfare workers and family therapists.

Making an appointment

Once you have located your nearest centre simply ring or email them direct to find a time that suits you. You can ask a friend, teacher, parent, health worker or any trusted person to contact the centre on your behalf.

Your local centre may have a 'drop in' service where you can visit anytime in their visiting hours. Just check with your nearest one.

Your first appointment

appointments at a centre can vary in length but are usually 50 minutes to an hour. It's okay to feel nervous about getting help for the first time. you can bring along a friend or family member to support you.

You'll probably be asked a lot of questions on your first visit. This is to make sure all the important issues are covered, and to help develop the best solution for you. As you get to know and trust your **headspace** worker you will probably find that talking about what is going on gets easier.



At your appointment feel free to ask questions about anything that's on your mind so that worker can help you find the best solution.

Cost

Services at **headspace** centres are either free, or have a low cost. You can ask if there is a cost when you make your appointment. Some services require you to have a referral from a doctor but don't worry **headspace** can help you with this as well – just ask your local centre what to do.

Confidentiality

when you talk to a **headspace** worker what you say is kept confidential. This means nothing you say can be passed onto anyone else without your permission. However there are a couple of exceptions. If **headspace** is seriously worried about your safety or the safety of someone else they must – by law – try to keep everyone safe. This means they might have to share their concerns with someone else.

Our duty of care

In certain circumstances, if your communication with us raises safety concerns we will try to contact you to check that you and/or others are 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 a crisis service or the police. Where possible we will work with you openly, letting you know if our concerns reach the point where we need to involve other services.



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

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