

# Frequently Asked Questions

## What is the difference between psychiatry and psychology?

Psychologists and psychiatrists both work in the area of mental health and often work together. Psychiatrists first train as a doctor and then become specialists in psychiatry, which means they can prescribe medications for mental health issues. Some are also trained in psychological therapy. Psychologists on the other hand use non-medical techniques and therapies focusing on thoughts, feelings, behaviours and reactions to improve wellbeing. This can be done via individual, group or family work.

## What are the iPads for?

Young people are asked to fill out a questionnaire about how they are going on the iPads before their appointment with a **headspace** clinician. This provides useful information to their clinician and helps them to best support the young person.

## What happens when a young person turns 26?

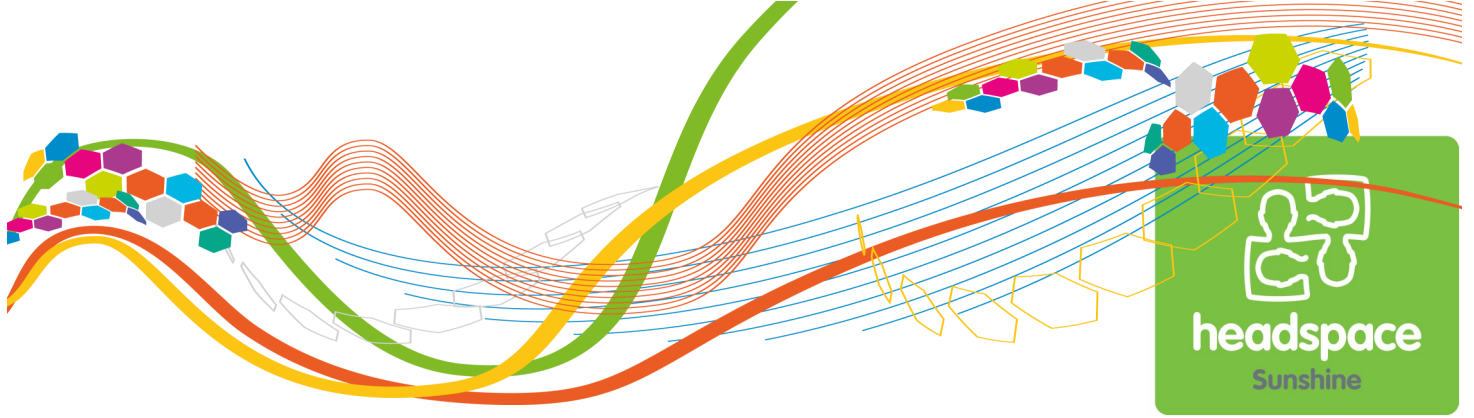
In the case where a young person currently being seen by a **headspace** clinician turns 26 years old and still requires psychological support, their clinician will discuss alternative options available to them and transition them as appropriate. 26 year-olds not already linked in to our service are encouraged to visit their local GP or the 'find a psychologist' service through <http://www.psychology.org.au/FindaPsychologist/> to find a suitable psychological service in their area.

## What if a young person is nearly turning 12?

In the case where a young person is almost 12, parents are welcome to contact **headspace** Sunshine and a mental health professional can speak to them about their concerns and suggest an appropriate way forward.

## Can you give an Attendance Certificate at Reception?

Yes, if your young person has attended an appointment at **headspace**, you can ask our reception staff before you leave to print out a certificate of attendance. This can be used by you and/or your young person to excuse you/their absence from work and/or school.



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## **What is the eligibility criteria for a young person to access headspace Sunshine?**

Anyone seeking support with their mental or physical wellbeing, alcohol and other drugs or vocational future who is aged between 12-25 years old is welcome to our centre. Young people will require a Medicare card or student health cover to access some of our services. If you do not have one of these, please give the centre a call to discuss other options.

**headspace** is focused on providing services for young people experiencing mild to moderate mental health needs. We want to ensure a young person receives the most suitable support for their situation. At our centre we have a 'no wrong door' policy, so if we are not the appropriate service for a young person, we will refer them to a service who may be a better fit for them.

## **Do you have any interpreter options?**

**headspace** services are provided in English. In some cases interpreters can be arranged in advance to support the young person or their family to communicate with a **headspace** worker during session.

## **Do parents have to attend the centre with their young person?**

Parents do not have to attend the centre with their young person. However, we do encourage parents to attend one of our regular parent information evenings to learn more about youth mental wellbeing and **headspace** Sunshine. You can ask our Reception about upcoming dates.

## **What is a mature minor assessment?**

A minor (i.e. someone who is under 16 years of age) may be able to give informed consent if they have sufficient understanding and intelligence to enable full understanding of what is being proposed.

## **Where does the information go that a young person or family member provide?**

All personal information about young people or families is stored safely and securely on our electronic medical record. This information will not be shared with anybody outside our centre unless we have your/your young person's consent or where we are required to disclose information by law (e.g. if we receive a subpoena) or where we might have immediate safety concerns about a young person.

## **If I have concerns or feedback, who can I speak to?**

We have feedback forms available at our Reception. Alternatively, you can contact the centre directly and chat to our Clinical Services Manager.