

# welcome to headspace wagga wagga

**2/185 Morgan Street, Wagga Wagga, New South Wales 2650**  
**Phone 1800 856 572**  
**Fax (02) 6937 9045**  
**[myheadspace@headspacewagga.org.au](mailto:myheadspace@headspacewagga.org.au)**

# Location and Accessibility

headspace Wagga Wagga is on the Morgan Street block between Docker and Murray street

## Opening Hours

### 9am to 5pm Monday to Friday

We offer appointments outside these hours. If you require an appointment time outside of these hours please contact the centre.

## Access

Wheelchair accessible entrance  
Accessible bathroom on site  
Interpreter services available

## Parking

### Parking can be difficult at headspace Wagga

We suggest allowing additional time for parking before your appointment

Limited parking available at the front of the centre

Limited two hour parking behind the centre in the South Wagga shopping area. There is a connecting walking to the centre.

All day parking on Morgan and Murray Streets

## Public Transport

### Busabout Wagga operates bus services in the area

Please see the busabout website via the QR code



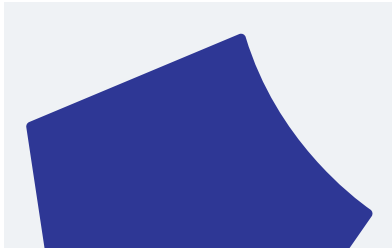
## Map

### Use the QR code to see our centre on google map



# Other Locations

headspace Wagga visits these surrounding communities and offers phone/zoom appointments



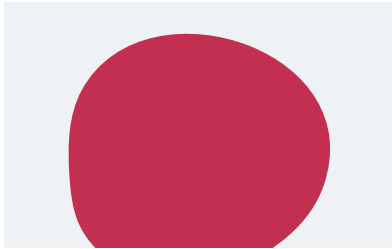
## Temora

Temora Community Centre  
225 Hoskins Street, Temora  
69 780 500  
Every Tuesday



## Tumut

Tumut TAFE Campus - Block A  
Howick Street, Tumut  
69 814 800  
Every Wednesday



## Cootamundra

Mission Australia Building  
91 - 97 Wallendoon Street  
69 428 000  
Every Thursday



## Young

Hilltop Hub  
2 Campbell Street  
63 826 328  
Every Wednesday, Thursday and Friday



## Phone and Zoom

All our locations offer phone and zoom appointments.  
For a phone appointment your worker will call you at the appointment time  
For a zoom appointment you will receive a zoom link via text or email before your appointment.

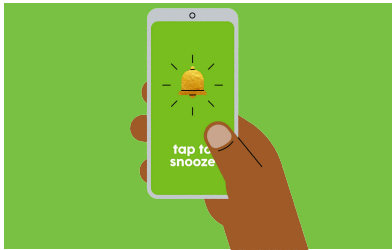
# Appointment Process

Not sure what to expect when you walk through the doors at headspace? See this easy guide below for details.



## Arrival

When you arrive please come up to the reception desk and give your name to our friendly reception staff



## HAPI Survey

Our reception staff will ask if you have completed your HAPI survey. This survey will have been messaged to you prior to your appointment. If you haven't completed it, no worries, we have ipads and wifi for you complete it with.



## Paperwork

If it is your first time at headspace Wagga you will be asked to complete a membership form.



## Take a Seat

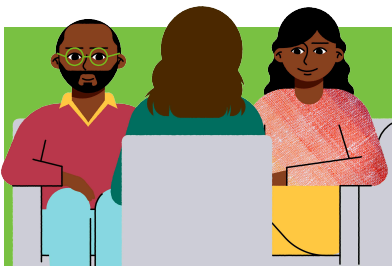
Next step is to take a seat in our reception area while you wait for your headspace worker.

Please feel free to use our free wifi, look around at the information or grab a snack from the kitchen



## Appointment Time

Your headspace worker will come to reception and call your name before taking you into one of our consult rooms.



## Family and Friends

Depending on the young person you may be invited into the session.

If not, please feel free to make yourself comfortable in the reception room, use our wifi and grab a snack from the kitchen.



# Important Information

Check out the QR code for more information from our website



## Rights & Responsibilities

It's important that you know what to expect from headspace Wagga Wagga and what your responsibilities are while you are receiving support. We believe it is important to respect your rights, and we want to work together with you to ensure that you receive all the support you need to achieve your goals.

## Consent and Confidentiality

All of the services at headspace Wagga Wagga are voluntary and we need your consent to work with you. Every effort will be made to ensure that all contact with headspace is secure and confidential. When you talk to someone at headspace nothing said (or written) can be passed on to anyone outside the headspace team without your permission except in circumstances where safety is at risk.



# While You Wait

Waiting for services at headspace Wagga?  
Check out the services below for support

## For immediate support



### Call 000

Or present at your nearest hospital emergency department



### Call Accessline

1800 800 944  
Local 24/7 service



### Contact Lifeline

13 11 14  
<https://www.lifeline.org.au/>  
24/7 support



### headspace website

Get personalised support on the headspace website

Register for an online headspace account to access personalised content and services while you are waiting

## Helplines

### ehedspace

<https://headspace.org.au/online-and-phone-support/>  
1800 650 890

You can chat privately with professional counsellors over the phone or webchat, seven days a week between 9am – 1am (AEDT). It's a safe space if you want some advice, unsure of what help you need or maybe just want to talk things through.

### Kids Helpline

<https://kidshelpline.com.au/>  
1800 55 1800

Kids Helpline is a free confidential 24/7 online and phone counselling service for young people aged 5 - 25 and their family and friends.

### Lifeline

<https://www.lifeline.org.au/>  
Call - 13 11 14  
Text - 0477 13 11 14  
24/7, confidential one on one chat

## Apps

### Calm Harm

A free app that helps you manage or resist the urge to self-harm  
Available on iOS and android

### Smiling Mind

A free mindfulness and meditation app  
Available on iOS and android

## Useful Websites

**The websites below have useful information on mental health and wellbeing**

<https://headspace.org.au/>  
<https://kidshelpline.com.au/>  
<https://au.reachout.com/>

## Online Programs

### This Way Up

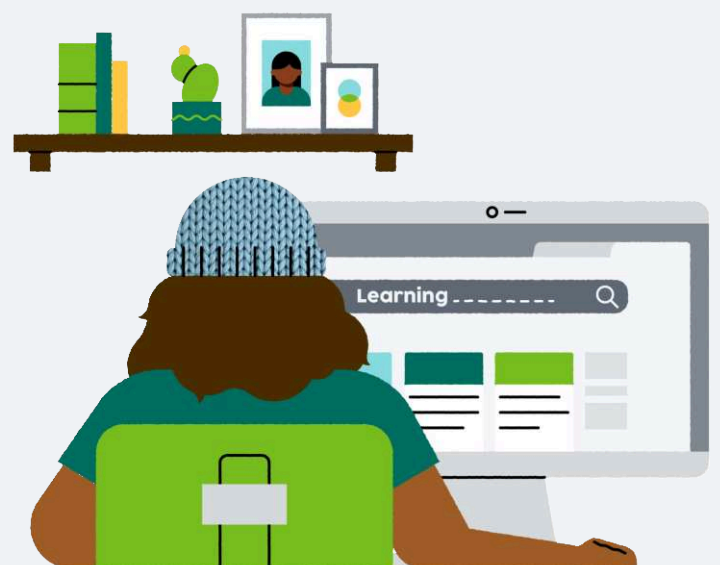
<https://thiswayup.org.au/>  
Online evidence based programs to improve how you feel

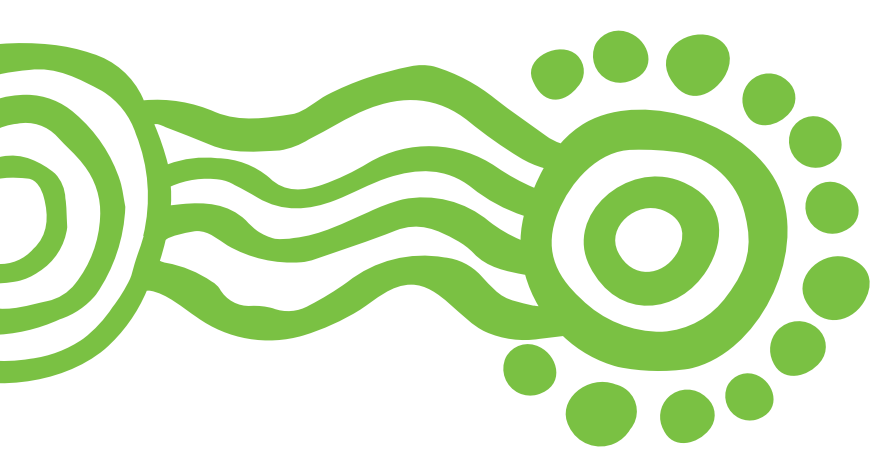
### BRAVE program

<https://brave4you.psy.uq.edu.au/>  
An interactive, online program for the prevention and treatment anxiety in young people aged 3 - 17.

### Ecouch

<https://ecouch.com.au/>  
e-couch is an online, self-directed training program which provides interactive self-help and evidence-based information to help people understand and manage symptoms associated with common mental issues.





# We look forward to seeing you!

If you have any questions or concerns please contact the centre on 1800 856 572 or email [myheadspace@headspacewagga.org.au](mailto:myheadspace@headspacewagga.org.au)

headspace would like to acknowledge Aboriginal and Torres Strait islander peoples as Australia's First People and Traditional Custodians. We value their cultures, identities, and continuing connection to country, waters, kin and community. We pay our respects to Elders past and present and are committed to making a positive contribution to the wellbeing of Aboriginal and Torres Strait Islander young people by providing services that are welcoming, safe, culturally appropriate and inclusive.

headspace is committed to embracing diversity and eliminating all forms of discrimination in the provision of health services. headspace welcomes all people irrespective of ethnicity, lifestyle choice, faith, sexual orientation and gender identity.

