

Information and Welcome

General Information

headspace Albury Wodonga

- Address and contact information as in letterhead above
- 9am-5pm Monday, Tuesday, Thursday and Friday. Closed 12.30pm-1pm for lunch
- 10am-6pm Wednesday
- Closed on Weekend, Public holidays, other days as posted on Social Media accounts (Facebook) and on the door
- <https://headspace.org.au/headspace-centres/albury-wodonga/>

headspace Wangaratta

- Address and contact information as in letterhead above
- 9am-5pm Monday, Tuesday, and Thursday. Closed 12.30pm-1pm for lunch
- 10am-6pm Wednesday
- Closed on Fridays, Weekend, Public holidays, other days as posted on Social Media accounts (Facebook) and on the door
- <https://headspace.org.au/headspace-centres/wangaratta/>

For urgent mental health support outside of opening hours

- Albury Wodonga Mental health Triage Line 1300 104 211
- Lifeline on 131 114

For non-urgent mental health support outside of opening hours

- eheadspace <https://headspace.org.au/online-and-phone-support/>
- Kids Helpline on 1800 551 800

headspace Albury Wodonga and headspace Wangaratta is a free service

- Snacks and drinks are available in the waiting room
- Please let a member of our team know if you have any concerns about being able to get to appointments

Consent Information provided check-list

Your headspace worker will talk to you about:

- Voluntary engagement**
- Your rights and responsibilities**
Rights & responsibilities, complaints & compliments process
<https://bit.ly/424t6Fh>
- Process and procedures**
i.e. clinician's role, the purpose of intake, next steps, possibility of different clinician in future
- Confidentiality and its limits**
when you talk to us, we will not share the information with anyone else without your permission, unless:
 - we think there is an immediate and serious risk of harm to you or someone else
 - we are legally required to do so
- Family & Friends involvement**
How Family and Friends can be involved in your support, what boundaries you can set, and what supports can be given to Family & Friends supporting you.
<https://bit.ly/3PoBMPf>
- hAPI**
- Profile**
- Affiliate organisations**
At times workers from our affiliate organisations attend our clinical meetings and are present in our services.
- Student Placements**
At times we will have students completing their placements at our service. Your clinician may ask you if they can sit in.