

what to expect

your rights and responsibilities when you attend headspace

My rights

Access: I have the right to attend headspace Bendigo.

Safety: I have a right to receive support that is high quality and provided in a way that ensures my safety.

Respect: I have a right to be treated with dignity, respect and consideration.

Communication: I have a right to receive information about the services and treatment options available at headspace Bendigo in a clear and youth orientated way.

Participation: I have a right to be included in the decisions made about my care.

Privacy: I have a right to privacy and confidentiality. The information I share whilst receiving support at headspace Bendigo will only be shared with the people and services I have agreed to.

If your communication with us raises safety concerns for yourself or others, we will reach out to check that you and/or others are safe. If required, we may pass on information to authorities to keep you as safe as possible.

Comment: I have a right to provide feedback and receive a response to any concerns I express.

I have a right to services that focus on the issues that are important to me.

My responsibilities

- I will attend appointments and I will make every effort to contact headspace if I am unable to make my appointment.
- I will give all that I can to the process of change and be an active participant during my sessions at headspace.
- I will approach headspace staff with the respect and dignity I would like to receive.
- I will cancel my appointment if I am too drug or alcohol affected to participate.
- I will maintain the privacy and confidentiality of other people who I might see at headspace
- I will show respect for the premise and property of headspace.

consent to share & privacy



What is this form and why is it important?

Confidentiality is an important part of the relationship you have with the team at headspace Bendigo and it will be one of the first things we discuss with you during your first session with us. Confidentiality at headspace means that anything you say or talk about with a member of our team remains private and won't be passed on to anyone else unless you give us permission.

There may be times when we need to give information about you to other people. For example, if there is a serious risk of you harming yourself or others, if a crime is committed, or a court has a reason to access these records using a subpoena or other court order. In these situations, we will only ever provide the information that needs to be disclosed, only to the people who need to be told, and we will always tell you who we are giving this information to and why.

What happens with your information at headspace Bendigo?

At headspace Bendigo, we use three Electronic Medical Records (EMR) to store your details and information about your sessions. All staff use an EMR called MasterCare and our GPs, Nurses and Administration also use an EMR called Best Practice. All staff use hAPI (headspace Application Platform Interface). All EMRs are password protected and secured to ensure your information stays private. Staff will only access information that is relevant to their role.

If you would like access to your records, you are able to request this. However, there is a formal process involved that can take some time to be completed and if you are under 18 there may be additional requirements involved. If you would like to find out more about this, please ask a member of the headspace team for more details.

How your information helps us provide healthcare services to you:

The information stored at headspace Bendigo is used to provide you with the most appropriate service to meet your need. When you sign this form, you will be giving relevant team members consent to access your information now and in the future. Staff will only access information that is pertinent to their role.

How your information helps us provide healthcare services to the community:

The information you provide to us is used to evaluate how well headspace Bendigo provides health services to young people in the local area. This helps us understand the needs of the young people who come to headspace and improve our services for everyone.

How your information is used to evaluate the performance of headspace Bendigo:

All headspace centres are funded by the Australian Department of Health (DOH) through organisations called Primary Health Networks. headspace Bendigo is funded by, and reports to the Murray Primary Health Network (Murray PHN). Headspace Bendigo also provides information to headspace National office for evaluation purposes. The DOH regularly evaluates all services provided by headspace to see where improvements could be made to help young people in Bendigo. The DOH is sent information about the young people accessing our services which has been de-identified. This means we don't send details which could be used to identify you as an individual, such as your name or address.

Your rights:

Your Welcome Pack contains details of your rights and responsibilities in accessing support and care from headspace Bendigo. As this is a voluntary service, you are free to leave, come back, modify or withdraw the consent listed on this form at any time.

If you would like to change your consent, discuss accessing your records, make a complaint, or provide feedback on the service you have received, please ask to speak to a member of the headspace Bendigo team and we will be happy to assist.



confidentiality at headspace

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 few 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.

Talk to your headspace worker about confidentiality to ensure you understand how it works.

Appointments at headspace can vary in length but are usually around an hour. It's okay to be nervous about getting help for the first time, so we encourage you to bring a family member or friend along to support you.

You will probably be asked a lot of questions on your first visit. This is so we can make a plan for how to help you.



accessing headspace

Public transport: We have a bus stop right at the front door

Parking: Out the front or around the corner

Disability access: Our centre is disability friendly

Appointment types: We offer in person appointments as well as phone and video appointments if that suits you better

Cost: There is no fee to access services at headspace Bendigo



get in touch

78-80 Pall Mall

Bendigo, VIC, 3550

Ph: 03 5406 1400

headspace@bchs.com.au



opening hours

Monday: 8:30am-6pm

Tuesday: 8:30am-6pm

Wednesday: 8:30am-6pm

Thursday: 12:30pm-5pm

Friday: 9am-5pm



how can i find out more?

headspace.org.au provides info and resources to help you maintain your wellbeing. You can also find your closest headspace centre here – or get in touch with headspace to talk to someone.



is it an emergency?

If you are in an emergency situation or need immediate assistance, contact mental health services or emergency service on 000.

If you need to speak to someone urgently, call Kids HelpLine 1800 55 1800 or Lifeline 13 11 14.



headspace
Bendigo

let's talk headspace Bendigo

**Find out more about headspace
Centre and how we can help**



headspace Bendigo

is a good place to talk about your wellbeing

headspace Bendigo is somewhere for young people who need help with mental health, physical health (including sexual health), alcohol and other drugs or work and study support.



we can help with:

Mental health

We can help if you're:

- feeling down
- stressed or worried a lot of the time
- experiencing relationship problems or difficulties with your family or friends
- wanting to talk about sexuality or gender identity
- just not feeling yourself, or if you've noticed changes in your thoughts, feelings or behaviour.

Physical and sexual health

headspace centres often have youth-friendly doctors and nurses who can assist you with issues related to:

- any physical health issues
- contraception and sexual health
- drug or alcohol use.

Work, school and study

We can help if you're:

- struggling at school or work and feeling anxious or stressed
- unsure of what course you want to do
- needing a hand writing a resume
- searching for a job.

Alcohol and other drugs

Alcohol and other drugs can affect things that matter to you, like your mental health, wellbeing or friendships. If you're having a hard time cutting down, we can support you to get things back on track.

headspace Bendigo

At headspace Bendigo we provide a range of programs, services and support for young people aged 12 - 25 for things that might be affecting your health and wellbeing.

To find out about all the services, programs, group sessions and activities available – or to make an appointment – you can call, email or drop in.

You can also ask a friend or family member, health worker or other community service to make an appointment for you.

Online & Phone Support

Can't make it into the centre? headspace offers a range of free online services and resources, so you can access support wherever you are.

Create a free account to connect with a clinician one-on-one via webchat, email or phone, join group chats with other young people, access work and study support, and explore tools and resources to help you maintain a healthy headspace.



Learn more about headspace online services and resources, and create your free account at headspace.org.au.

While you wait

Things you can do to look after your mental health while waiting for your appointment:

- Eat well
- Sleep well
- Stay active
- Reduce alcohol and other drug use
- Sign up for an eheadspace account
- Talk to trusted adults, family and friends

our programs

programs and activities we offer at headspace Bendigo



Youth Ambassadors

Our Youth Ambassadors meet fortnightly on Monday (5:00pm-6:00pm) to ensure the services we provide and the programs we run are youth friendly, inviting and engaging. They advocate for youth mental health and wellbeing.



Family & Friends Reference Group

Our Family and Friends Reference Group gives caregivers of young people the space to be heard and contribute to improving our services and programs. Meetings are held monthly on a Tuesday (5:00pm-6:00pm).



LGBTIQ+ support

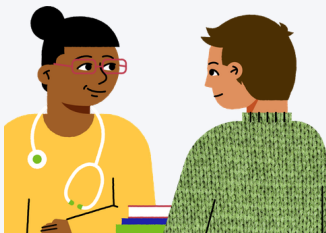
Fortnightly diversity groups for young people and allies.

POND - 12-14 yrs (Tuesday) 3:30pm-5:00pm

TADPOLES - 15-17 yrs (Monday) 3:30pm-5:00pm

FROGS - 18-25 yrs (Wednesday) 3:30pm-5:00pm

Trans and Gender Diverse Parent & Carer Support Group
Monthly (Monday) 7:00pm-8:30pm



General Practitioner (GP)

Access our doctors in centre for support with your mental, physical and sexual health concerns, alcohol and other drug support and referrals to specialists. Appointments are bulk-billed, so your Medicare details are required.



Fitness & Nutrition Coaching

Wednesday (Fortnightly) our Fitness and Nutrition Coach is available to answer all of your fitness and nutrition questions and develop plans to improve your physical and mental health.

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Work & Study Support

Looking for support to reach your work or study goals?

In Person: Our Vocational Specialists and Vocational Peer Worker are here to assist you to engage in further study and employment. It is an individualised program that listens to you, so you can achieve your goals!

Online: A Work and Study Specialist can provide tailored 1-on-1 support to you, accessible from anywhere in Australia via video calls, webchat or phone.



Axis Employment

Axis Employment is available every Wednesday to assist with your employment journey. They can assist with tasks such as, job search, resume writing and cover letters.



Telepsychiatry

Accessing a psychiatrist can be difficult and expensive. headspace Telepsychiatry provides an experienced workforce and reliable technology to bring psychiatric services to young people in rural and remote areas.



eheadspace

eheadspace is available from 3pm-10pm, 7 days a week, for a 1-on-1 chat with a trained clinician. It's a confidential, free and a safe space to talk about what's going on.



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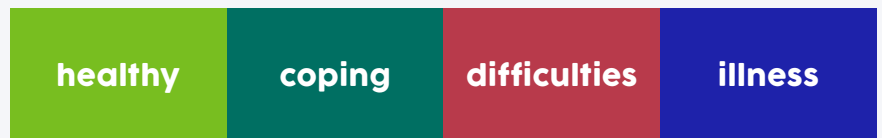
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what are mental health difficulties and when to seek help

What are mental health difficulties?

You may have heard the phrase 'mental health difficulties' used before. It's helpful to think about mental health on a spectrum from mentally healthy to mental illness. Everyone sits somewhere on this spectrum, and where you are can change from day-to-day or week-to-week, depending on lots of things.

Let's explore the mental health spectrum:



Healthy

This means you feel able to work and study, feel connected to others, be involved in activities in your community and 'bounce back' when life's changes and challenges come along.

Coping

This is when people feel some pressure but are doing OK.

Difficulties

This is where people might feel like they aren't doing so well.

Mental illness

This is a broad term that refers to a group of conditions like anxiety, depression or others. These can significantly affect how a person feels, thinks, what they do and how they interact with others. Almost half the population will experience a mental illness at some point in their lives.



By finding the right support and strategies, things can get better.

Understanding mental health difficulties

Everyone can experience mental health difficulties from time to time. During these times people might notice their sleep, mood, motivation or energy are not going as well as they would like.

If these experiences last a few weeks or more, and are starting to affect things like relationships, or work and study, it's a sign that you might be heading towards the difficulties area of the spectrum.

If you've noticed these sorts of changes, it's important to look after yourself, learn a bit more about what's happening for you, and get support from family and friends.



Contributors to mental health difficulties

Things such as:

Current circumstances

- such as stress at school, uni, TAFE or work
- money problems
- difficult personal relationships
- problems within your family.

Difficult life experiences

- abuse
- neglect
- the loss of someone close to you.

Individual factors

- coping skills
- thinking styles.

Biological factors

- family history of mental health difficulties.



Looking after your mental health

There are a number of things you can do to look after and maintain your mental health and wellbeing. As a start, include the tips for a healthy headspace into your everyday routine. This will leave you more prepared to cope with the challenges you face in your everyday life.

These include:

- get into life
- create connections
- learn skills for tough times
- eat well
- stay active
- get enough sleep
- cut back on alcohol and other drugs.



How do I know if I'm experiencing a mental health difficulty?

Signs and symptoms of mental health difficulties:

- not enjoying, or not wanting to be involved in things that you would normally enjoy
- feeling sad or 'down', or crying more often
- changes in appetite, eating, or sleeping patterns
- being easily irritated or having more problems with family and friends
- finding that you aren't performing at school, TAFE, uni or work like you used to
- being involved in risky behaviour that you would usually avoid, like taking drugs or drinking too much alcohol, or depending on these substances to feel 'normal'
- having trouble concentrating or remembering things
- having negative, distressing, bizarre or unusual thoughts
- feeling unusually stressed or worried
- feeling like things have changed or aren't quite right.

Getting support

Taking that first step can be tough, but if you are experiencing mental health difficulties, it's important that you reach out to a trusted friend, family member, teacher, Elder, or counsellor to share what you are going through.

You can also get in touch with your GP, local headspace centre or use our online or phone-based service at headspace.org.au/eheadspace

If you ever feel unable to cope because of overwhelming or intense emotions, or if you have any thoughts of harming yourself, then ask for help immediately.



If you or someone you know is going through a tough time you can get help and support from headspace, your school, TAFE or university wellbeing service or your local health provider. For more information, to find your nearest headspace centre, or for online and telephone support, visit headspace.org.au

If you need immediate assistance call 000 or to speak to someone urgently, please call Lifeline on 13 11 14 or Suicide Call Back Service on 1300 659 467.

headspace National Youth Mental Health Foundation is funded by the Australian Government.



The headspace Clinical Reference Group have approved this clinical resource. Fact sheets are for general information only. They are not intended to be and should not be relied on as a substitute for specific medical or health advice. While every effort is taken to ensure the information is accurate, headspace makes no representations and gives no warranties that this information is correct, current, complete, reliable or suitable for any purpose. We disclaim all responsibility and liability for any direct or indirect loss, damage, cost or expense whatsoever in the use of or reliance upon this information. 03 October 2022



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an overview of mental health for family and friends

Good mental health allows us to live life in a positive and meaningful way. It helps us to work or study to our full potential, cope with day-to-day life stresses and be involved in the community.

When a young person experiences good mental health, it helps them be:

- resilient
- flexible
- adaptable
- socially connected.

Changes in young people

The journey from childhood to adulthood is full of physical, social, emotional and behavioural changes. With so much happening, it can be difficult to know the difference between normal behaviour such as occasional moodiness and irritability, and an emerging mental health concern. If a young person shows signs of developing a mental health concern it's important they're supported by their family, friends and health professionals early on.

What affects a young person's mental health?

There is no one cause for mental health concerns. Research tells us that a number of overlapping factors may increase the risk of a young person developing a mental health concern, such as:

- biological factors – family history of mental health concerns
- adverse early life experiences – abuse, neglect, death or significant loss or trauma
- individual psychological factors – self-esteem, perfectionism, coping skills or thinking style
- current circumstances – stress from work or studies, money issues, difficult personal relationships, challenges within the family
- serious illness or physical injury
- alcohol and other drugs use and experimentation.



Feeling down, tense, angry, anxious or moody are all normal emotions, but when these feelings persist for at least a few weeks, or begin to interfere with daily life, they may be part of a mental health concern.

Signs to look out for

Family and friends can often tell when something is not quite right – they may notice the way their young person expresses themselves is different, or other changes in their behaviour.

Here are some common signs that might suggest your young person needs further support.

These include new, noticeable and persistent changes lasting at least a few weeks, such as:

- withdrawing from or not enjoying things they usually do
- changes in eating or sleeping patterns
- isolating themselves and spending more time alone than normal
- being easily irritated or angry for no apparent reason
- declining performance in school, TAFE, uni or work
- loss of energy
- experiencing difficulties with their concentration
- an increase in risk taking behaviour, e.g., using alcohol and /or other drugs, dangerous driving, unprotected sexual activity
- being unusually stressed, worried, down or crying for no apparent reason
- expressing negative, distressing, bizarre or unusual thoughts.



How to support your young person

Reach out to your young person at a time when everyone seems calm to:

- talk openly and honestly
- let them know you're concerned and ask what they need from you
- show empathy and try to understand their perspective
- avoid judgement and reassure them you're there for them
- take their feelings seriously – don't tell them to 'calm down' or 'get over it'
- encourage them to talk about what's happening in their life and remind them that talking about a problem can help
- spend time together and take an interest in their activities
- discuss their strengths with them and give positive feedback
- listen to their concerns – listen openly, attentively, and don't rush to problem solving
- check in often with your young person.

Encourage activities that promote good mental health

Tips that promote good mental health include:

- connecting with others
- staying active
- eating well
- limiting alcohol and other drug use
- getting into life
- sleeping well
- learning new coping skills.

Offer support

Let your young person know there is lots of help available.

- Professional support is available for both you and your young person. Help find an appropriate service, such as a headspace centre or eheadspace and support them to engage/offer to go with them.
- Ask direct questions if you're concerned about suicide. It's OK to ask directly. Research shows that talking about suicide will not make someone carry out the behaviour. You might choose to be specific about what you have seen that's causing you concern.
- If you're worried they might self-harm you can ask directly, try to understand their reasons and encourage them to seek professional support.

Self-care for family and friends

Caring for a loved one who is experiencing a tough time can impact on your health and wellbeing. Looking after yourself is important as it can leave you better placed to provide support to your young person. Get support by talking to someone you trust and seek professional help if you need it. It's important to look after yourself during these times. By doing so, you're also modelling good self-care for your young person.

Other useful websites

- [beyondblue](#)
- [SANE Australia](#)
- [Parent helplines](#) (Google 'Parentline' along with your State or Territory)
- [eheadspace](#) (online and phone support)
- [your local headspace centre](#) can direct you to some Family and Friends support groups

Family and friends can provide vital support for young people when they are having a tough time.



Getting support

If someone you care about is in crisis, call triple zero (000). You can also go to your local hospital emergency department. Remember to stay with the person until they're able to access professional support.

If you are feeling overwhelmed and need to speak to someone now, contact:

- [Lifeline on 13 11 14](#)
- [the Suicide Call Back Service on 1300 659 467](#)



If you or someone you know is going through a tough time you can get help and support from headspace, your school, TAFE or university wellbeing service or your local health provider. For more information, to find your nearest headspace centre, or for online and telephone support, visit headspace.org.au

If you need immediate assistance call 000 or to speak to someone urgently, please call Lifeline on 13 11 14 or Suicide Call Back Service on 1300 659 467.

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starting a conversation with a young person about mental health

Conversations about mental health are helpful

Family and friends play a vital role in identifying and supporting a young person who's experiencing the impacts of mental ill-health.

Let your young person know that you care about them no matter what they're going through. This is important and helps encourage young people to seek support early to manage the impact of mental ill-health.

Evidence has shown that having supportive loved ones involved in mental health care creates and improves longer lasting, positive outcomes for young people.

Conversations about mental health can be challenging

Talking to young people about mental health can feel hard, especially when you or your young person are uncomfortable talking about sensitive topics like mental health.

There is no 'right way' to have these conversations. Different approaches work better for different people. It's OK to feel unsure about how or when to start these conversations. No one gets these conversations perfect but taking the time to learn more is a great start.

How do I know if I need to have a conversation about mental ill-health?

Family members and friends can often tell when something isn't quite right. You might notice that a young person is acting differently, or there are changes to their behaviour.

Tips for having the conversation

Having a conversation can feel overwhelming. Here are some tips for talking with your young person.

1. Check in with yourself

- Ensure that you're feeling calm and open to listening.
- Consider if it is the right time to have the conversation.
- Be aware of your body language and tone of voice.

2. Setting the scene

- Think about where.
- It can help to be side-by-side rather than looking directly at each other. Perhaps go for a drive, a walk, or somewhere your young person feels comfortable.

3. Be prepared to listen

- Listening to your young person is an important part of the process.
- Take their feelings seriously. Listen carefully, reflect back and don't judge (it can be more useful at times to say nothing than to offer solutions).
- Take a 'you and me vs the problem' approach. This lets them know you'll figure it out together.

4. Starting the conversation

- There are many ways to start the conversation. You could begin with general and open questions like: how is [e.g., school/sport] going?
- When focusing on more specific thoughts and feelings, 'I' statements are important: 'I feel like you/I've noticed you [haven't been yourself lately] – how are things?'

How you talk with your young person will depend on their age and understanding. The language you use should feel natural. If your young person talks about their mental health, reassure them that you're glad and relieved that they're talking to you, you're proud of them, and they're not alone in their journey.



If you notice changes, it's a good time to have a conversation about what might be happening in their life.



To learn more about these tips visit the link via the QR code on the next page.

What if I am concerned about their safety?

If you are concerned about someone's safety it is important that you talk to them directly.

Here are some tips to help you:

- talk openly and honestly (this helps show them that you care)
- let them know that you are concerned about their safety
- acknowledge the difficulty of opening up about thoughts or feelings and reassure them it can help
- reassure them that you'll be there for them and ask what they need from you (they might not know what they need)
- if you're worried about suicide, ask direct questions, such as 'have you ever thought about suicide/ending your life?' (If you're not sure how you might feel hearing 'yes' to this question, seek professional support to help you manage the conversation)
- if you're worried they might self harm you can ask directly, try to understand their reasons and encourage them to seek professional support
- offer to work together to find information and appropriate services, such as headspace, and offer to go with them.

My young person doesn't want support

Sometimes young people might say there isn't anything wrong and/or refuse help (either verbally or through body language). This can feel overwhelming for family or friends who are unsure what they can do. It's OK for you to reach out for professional support in your role as family.

It's OK to raise your concerns again and again. Opening up can take time so it's important to reflect and keep trying. You could also try different approaches.



Sometimes support is continuing to let a young person know you're there until they're ready to access support and that you won't give up on them.

Self-care

Caring for a loved one who is experiencing a hard time can have an impact on you. Looking after yourself is important as it leaves you better placed to provide help. Importantly, it also lets you show your young person how you manage life's ups and downs.



Getting support

For more information and resources for family and friends, or to join a group chat with other parents, visit headspace.org.au/ online-and-phone-support or call 1800 650 890. You can also search for your nearest headspace centre online, or contact Parent HelpLine.

Here are some other ideas on where to access support:

- suggest other people the young person could talk to like a trusted adult, GP or online/telephone service like eheadspace
- access your own support – clinicians can work with family members to help them support their young person
- access support as a family – family therapy can sometimes feel less confronting for a young person and can reduce feelings that they are 'the problem'
- attend a group parenting education program such as Tuning into Teens.



If you or someone you know is going through a tough time you can get help and support from headspace, your school, TAFE or university wellbeing service or your local health provider. For more information, to find your nearest headspace centre, or for online and telephone support, visit headspace.org.au

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national supports



headspace National Youth Mental Health Foundation: information and resources for young people, family, and friends - 1800 650 890.



Available 3pm-10pm, every day of the year.
For webchat visit headspace.org.au/eheadspace



headspace Work & Study: free, online, and private work and study support for young people - 1800 810 794.



eSafety Commissioner: for reporting of online bullying and abuse.



QLife: LGBTIQ+ phone counselling, peer support and referral for people in Australia - 1800 184 527.

Available 3pm-9pm, every day. For webchat visit qlife.org.au/resources/chat



ReachOut Australia: online mental health service for young people and their families.



Free text-based chats with peer workers available Monday to Thursday, 3pm-8pm (AET)
Friday 11:30am - 4:30pm (AET)
via reachout.com/peerchat



Ambulance, Police or Fire Services in an emergency - 000.



Beyond Blue: information and referral for depression and anxiety - 1300 224 636.
Available 24 hours a day, 7 days a week.



Butterfly Foundation: support with eating disorders and body image issues - 1800 334 673.

Available 8am-midnight (AEST), 7 days a week.
For webchat, visit:
butterfly.org.au/get-support/chat-online



Free confidential counselling service for youth aged 5 to 25. Available 24/7 by phone, email or webchat.
- 1800 551 800.



13YARN: Support for Aboriginal and Torres Strait Islander People - 13 92 76.
Available 24 hours a day, 7 days a week.



1800RESPECT: Sexual assault, domestic and family violence counselling - 1800 737 732.
Available 24 hours a day, 7 days a week.



Crisis support and suicide prevention service available 24/7 by phone, email or webchat.
- 13 11 14



digital apps & resources

Our Youth Ambassadors have compiled this list of useful apps and online resources to assist you in building a healthier headspace. A more extensive list can be viewed at ReachOut.com where you can also filter recommended apps by your goals, cost, user ratings and health professional ratings. Why not take ReachOut's online quiz to find out which apps can support you best?



eheadspace is a confidential, free* and secure space where a young person or their family can web chat, email or speak on the phone with a qualified youth mental health professional.

Available 3pm – 10pm, every day of the year.
Call 1800 650 890 or visit eheadspace.org.au

*Calls from mobile phones attract normal call charges.



A website sharing social, emotional and cultural wellbeing online resources for Aboriginal and Torres Strait Islander People.



Unique Daily Affirmations



Why not start every day with a positive thought to set you up for success? This **free** app will provide you with new creative affirmation tools each day to help you motivate yourself and get into a more positive mindset.



Calm

A **free** guided meditation app to help reduce stress and enhance wellbeing.



Access a 7-step program covering the topics of focus, creativity, energy, confidence, sleep and more.



An interactive online program designed to help you identify emotional problems like anxiety and depression and learn skills that can help you cope with these emotions.



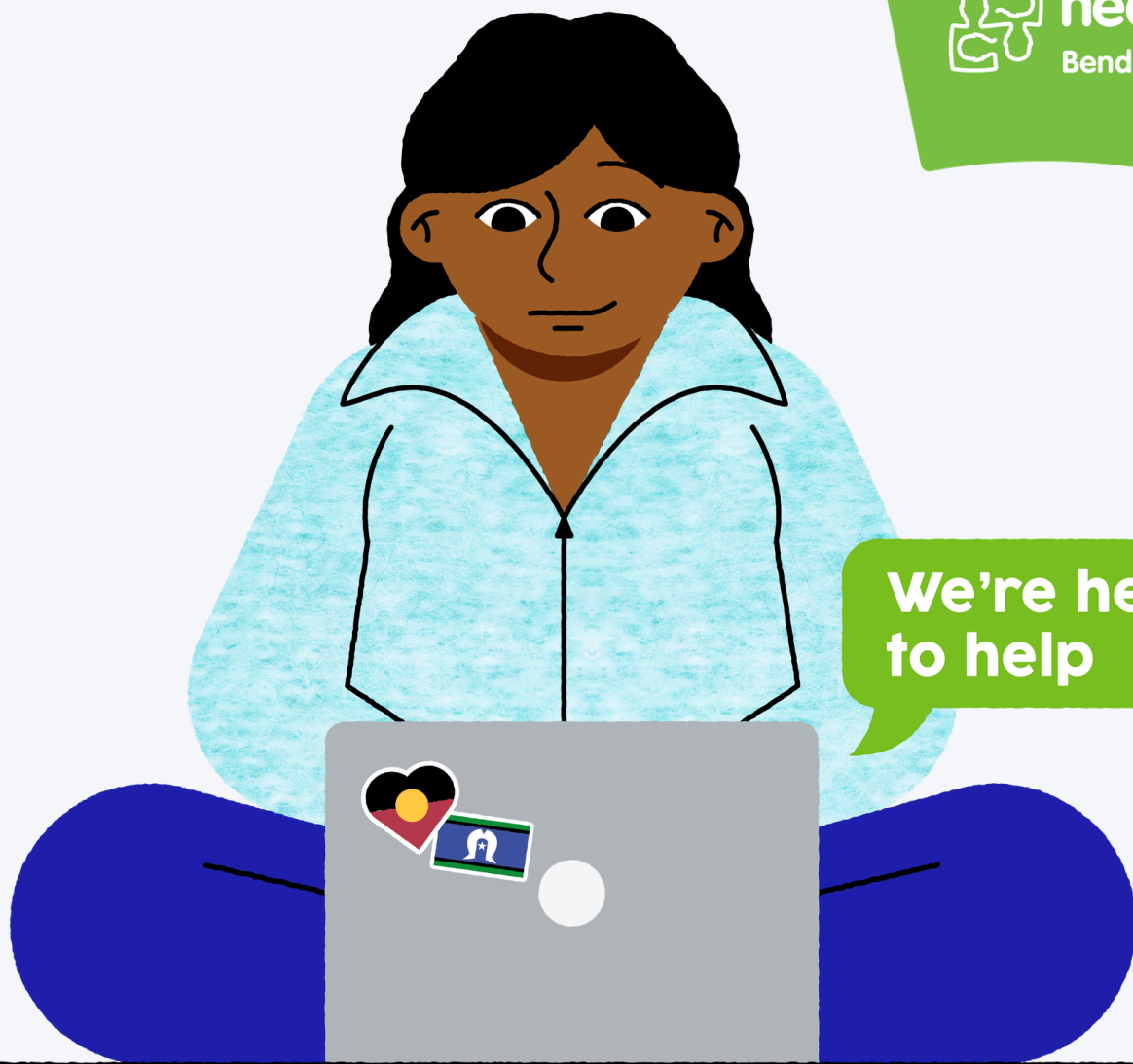
Smiling Mind

A **free** daily mindfulness and meditation app for young people.



Use this app for mindfulness meditation to help manage stress, anxiety and depression, to build resilience and improve general health and wellbeing.

Programs on smiling mind are available in Aboriginal languages.



headspace survey

Have you ever wondered how filling out the surveys at headspace helps you and why we ask you to fill them out each time you attend an appointment?

Surveys are one of the ways we get your feedback.

Your honest feedback helps us to support you to get the most out of your sessions and appointments

It helps us identify when we are getting it right and when we aren't, so we can respond and change it up if things aren't working for you.

The information we get from the headspace survey can help start important conversations between you and your worker.

The survey only takes a few minutes to complete. If you have any questions about your survey, ask one of our friendly team members for support.

How can you complete your survey?

- The day before; use the link sent to you via SMS and/or email
- On the day; in centre using our iPads

headspace is government funded initiative, by completing your survey you can help us continue to provide accessible mental health support.