

How headspace can help

headspace is here to help

headspace centres across Australia provide face-to-face information, support and services to young people, aged 12 to 25 years, and their families and friends.

headspace can help you with:



Mental health and wellbeing

headspace can help if you're experiencing significant changes in thoughts, feelings and/or behaviour, if you're being bullied, hurt or harassed or just not feeling yourself.



General health

headspace has youth friendly general practitioners (GPs) and health nurses who can help with any physical health issues. A GP can also help you with issues related to contraception, sexual health, drug or alcohol use, relationship problems or feeling down or upset.



Alcohol and other drug services

If drugs and alcohol are starting to affect things that matter to you, like your mental health, wellbeing or friendships, headspace can help.



Work, school and study

headspace work and study specialists can help you if you're struggling at school, unsure what course you want to do, need a hand writing a resume, or if you are searching for a job.

Online and telephone support is also available through eheadspace. (There is more information about eheadspace over the page.)

headspace centres



headspace centres help you to 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.

You can visit a headspace centre no matter how big or small your problem may seem.

Making an appointment at headspace

It's as simple as phoning or emailing your nearest headspace centre to find a time that suits you. You can also ask a friend, teacher, parent, other family member, health worker or community agency to contact headspace for you.

Your local headspace centre might also have a 'drop in' service where you can visit anytime in their visiting hours. Call your nearest headspace centre or check out headspace.org.au to find out more about what services are available.



Aged between 12-25 years?

headspace can help if you:

Are feeling down, stressed or can't stop worrying

Don't feel like yourself anymore

Can't deal with school/uni/work or are finding it difficult to concentrate

Are feeling sick or worried about your health

Have questions about, or want to cut down on alcohol or other drug use

Want to talk about sexuality, gender identity or relationships

Are having difficulties with your family or friends

Have sexual health issues or want information about contraception

Are being bullied, hurt or harassed

Are worried about work or study or if you're having money trouble

Need someone to talk to.

Getting support can help you to keep you on track at school, study or work, and in your personal and family relationships. The sooner you get help the sooner things can begin to improve for you.

How headspace can help



Your first appointment at headspace

Appointments at a **headspace** 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. It can be helpful to bring along a family member, carer or friend to help support you.

You'll probably be asked a lot of questions on your first visit. This is to make sure that

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.

The appointment is your time. Feel free to ask questions about anything that's on your mind so the **headspace** worker can help you find the best

solution, or find the information that you need. It also helps the **headspace** worker to understand what is worrying you.



Cost

Services at a **headspace** centre 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.

All **headspace** services are free but if you call from your mobile your usual call charges apply.

eheadspace

If you don't have a **headspace** centre nearby or you don't feel ready to visit a centre, **eheadspace** provides confidential online and telephone support 7 days a week.

To access **eheadspace** for the first time all you need to do is register at eheadspace.org.au or phone **1800 650 890**. You will need to provide some information like your email address, postcode and age. **eheadspace** sessions are generally for 30-60 minutes.



If you are receiving support from a **headspace** centre or another service, **headspace** may ask your permission to speak with your worker to ensure **eheadspace** is providing the best possible support.

Confidentiality

When you talk to a **headspace** worker what you say is kept confidential. This means nothing you say can be passed on to 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.



If you need immediate medical attention, call 000 or call Lifeline on 13 11 14 or Kids Helpline on 1800 55 1800.



Getting the help that's right for you

When you talk with a **headspace** worker it's important that you feel safe and comfortable – **headspace** will do its best to make sure this happens.

If you do not think your **headspace** visits are working out it is important to ask yourself why. There could be a few reasons: it might be because it is hard to talk

about what's on your mind, or it might be that you and your worker are not the right fit. Either way, don't give up. Talk to your worker about how you are feeling and together you can find a way forward.



headspace
National Youth Mental Health Foundation

For more information, to find your nearest **headspace** centre or for online and telephone support, visit headspace.org.au