



peer support workers:

- have their own lived experiences (including with mental health and accessing services)
- are trained to use their experiences to walk with you on your healing journey
- know about different programs and options offered at headspace Emerald and in the wider community
- are familiar with navigating headspace and the mental health system

you can access peer support at any point during your journey with headspace Emerald.

is it an emergency?

If you need immediate emergency assistance, contact emergency services on 000.
If you need to speak to someone urgently, call Kids Helpline on **1800 55 1800**, Lifeline on **13 11 14** or Qld Mental Health Line on **1300 642 255**.

want more info?

For more info about headspace Emerald visit our website or visit us in-person at our centre.

headspace.org.au provides info and resources to help you maintain your well being.

Contact eheadspace on **1800 650 890** for support from **3-10pm** every day.

contact us

A: 65 Hospital Road, Emerald QLD 4720
P: 1800 950 722
E: headspace.emerald@anglicarecq.org.au

Disability access is available via a ramp from the front car park entrance.

Opening hours

Monday: 10:00am - 5:00pm
Tuesday: 7:30am - 5:00pm
Wednesday: 10:00am - 5:00pm
Thursday: 10:00am - 6:00pm
Friday: 9:00am - 3:00pm

connect with us here!



Scan the QR code

@headspace.emerald

headspaceEmeraldcentralhighlands



headspace Emerald acknowledge the Traditional Custodians and pay respects to Elders past, present and emerging



headspace Emerald is committed to providing safe and inclusive services and embracing diversity and inclusion in the workplace

headspace Emerald is operated by Anglicare Central Queensland.
All headspace services are funded by the Australian Government Department of Health and Aged Care.
Administration of funding is carried out by the headspace centre's local Primary Health Network,
in this case, Central Queensland, Wide Bay, Sunshine Coast PHN.



youth peer support

headspace Emerald



what is peer support?

Peer support is based on the idea that people who have experienced similar circumstances or challenges in life are in a unique place to give genuine empathy, support and hope to others.

People who share a similar 'lived experience' can understand and relate to each other in a way that is different from a health professional.

People with lived experience can share great tips and tools based on what has worked for them, or things they have learned.

Mostly, they can relate to how you feel, and help you to feel hopeful and positive that things can get better.

“Sometimes you just want to talk to someone who really gets it... because they’ve been through it too.”



values of peer work

Hope

It is possible to learn and grow from challenges and setbacks.

Experience

There are many roads to recovery, and we are all experts in our own experience.

Authenticity

Open, honest and mutual relationships that build connection and trust.

Responsibility

Supporting people to make choices and changes by 'being with' rather than 'doing for'.

Mutuality

Recognising we all have something to contribute and that the peer relationship is based on learning together.

Empowerment

Empowerment happens as we draw on our strengths and abilities both individually and collectively.

“Professional support was helpful, once I was at a place to accept help. Peer support got me to that place.”

support options

we can:

- meet with you when you first come to headspace
- provide individual support (once off or ongoing), focusing on what's important to you and how you want the support to look (creating artwork, going for a walk, goal setting or just having a chat)
- go with you to appointments or group activities
- provide check ins with you before or after appointments (face to face, over the phone or via telehealth), or joint sessions (with your clinician)
- work with you to identify what you want from your time with headspace and help you feel confident to voice your wants and concerns
- help you transition to another service (when required) or link you in with external supports

