



## Booking Policy

### Reminder Text

You will receive a reminder text 24 hours (1 day) and the link for hAPI survey 24 hours (1 day) prior to your appointment. Please reply 'YES' to confirm your appointment.

### Cancel, Reschedule or No Longer Need Support

We have many young people waiting to access headspace Geelong, Armstrong Creek and Corio. Please contact us as early as you can if you need to cancel or reschedule your appointment.

In order to provide an opportunity for other young people seeking support, we will close your file if you do not attend your appointment and we are unable to contact you after **3 attempts**.

**Please know you're  
always welcome back!**

## Contact us

### headspace Geelong

105 Yarra Street, Geelong, VIC 3220

P (03) 5222 6690

E [headspace.geelong@stride.com.au](mailto:headspace.geelong@stride.com.au)

[headspace.org.au/geelong](https://headspace.org.au/geelong)

### headspace Corio

6/10-16 Station Street, Norlane, VIC 3214

P (03) 5202 8290

E [headspace.corio@stride.com.au](mailto:headspace.corio@stride.com.au)

[headspace.org.au/corio](https://headspace.org.au/corio)

### headspace Armstrong Creek

46-70 Central Boulevard, Armstrong Creek, VIC 3217

P (03) 5212 9048

E [headspace.armstrongcreek@stride.com.au](mailto:headspace.armstrongcreek@stride.com.au)

[headspace.org.au/armstrong-creek](https://headspace.org.au/armstrong-creek)



**If you need to speak to someone  
urgently, please call Lifeline on 13 11 14  
or Kids helpline 1800 55 1800**

You can also get help in person at a headspace centre located near you or via our online support service at [ehheadspace.org.au](https://ehheadspace.org.au).

[headspace.org.au/headspace-centres/](https://headspace.org.au/headspace-centres/)  
[headspace.org.au/ehheadspace/](https://headspace.org.au/ehheadspace/)



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## welcome to counselling

**what to expect from Brief Intervention  
counselling**



**It can be scary going to see someone for support for the first time. If you're feeling unsure about what it's all about - that's normal - and headspace is here to help.**

### **What is brief intervention?**

Brief Intervention (BI) is short-term mental health counselling provided at headspace Geelong, Armstrong Creek and Corio. Your BI clinician will support you to help you through any mental health concerns you may have, as well as other life struggles so you can get back on track.

- Each BI session runs for a maximum of 50 minutes, every 2 weeks.
- You will initially have access to 6 BI sessions.
- Leading up to your 6th session, your clinician will review your progress with you and plan for further support, if required.

### **How to prepare for your first counselling session**

Feeling nervous or unsure about your first session is completely normal. Lots of people feel this way when they meet someone for the first time. You might want to bring a trusted friend or family member along with you. Your support person can wait for you while in session or can come into session for a short period of time.

It can help to have an idea of what you'd like to get out of counselling. It might be as simple as 'I want to learn some skills to help me manage better' or 'I'd like a plan for what to do next'. But don't stress if you're unsure about this, it's something you and your BI Clinician can figure out together.

### **What to expect in the first counselling session**

The first session is a great chance for you to ask questions and talk about what you want to work on. If you've been to counselling before, it might be useful to discuss what has and hasn't worked.

Before starting your session your BI Clinician will:

- tell you a bit about their role and how headspace can help.
- explain confidentiality and your rights
- discuss how many sessions you might have together
- ask if there's anything you need to support you in getting the most out of your work together.

### **What if I'm looking for something else?**

If you determine BI is not a suitable support for you, discuss this with your clinician or with another member of our headspace team. From there, our team can work to find you more appropriate support options.



### **Questions they might ask you**

Your BI Clinician is going to be interested in you and what's led to you getting support. They'll also ask what you do now to support yourself, what your strengths are, and about the positive things going on in your life.

Your BI Clinician may also be curious about your:

- home life/where you live
- family
- friendships and intimate relationships
- cultural influences
- family's mental health history
- work or studies
- alcohol and other drug use
- as well as your strengths, interests and what you're into

It's important to remember that if you don't want to or don't feel comfortable answering a question, you don't have to. Your BI Clinician will also ask if you're using self-harm or having any thoughts about suicide.

### **Client wellbeing survey (h.A.P.I)**

By routinely asking you about your wellbeing, we can see how you're going and whether what we're doing together is helping or not. Your honest feedback helps us help you get the most out of your appointments.

**You are in charge of what you want to work on and talk about.**