



frequently asked questions

how much will it cost?

headspace Gladstone is a free youth mental health and wellbeing service.

how do I make an appointment?

Making an appointment is easy! All you (or your friend or family) need to do is call up, email or walk in. Please see the back of this brochure for centre contact details.

referrals from professionals?

Please download and complete a referral form which can be found on our website.

note: All referrals require the consent of the young person.

is there disability access?

Yes there is disability access to our centre. There is a ramp access from the carpark located at the back of the building.

how long will I have to wait?

Waiting times can vary. Our reception staff will provide you with more information about waiting times when you book your appointment.

want to know more about
headspace Gladstone?

scan the QR Code and check out
our website



Level 1, 147 Goondoon Street
Gladstone, QLD 4680

P: 07 4903 1921 F: 07 4803 9100

W: headspace.org.au/headspace-centres/gladstone

E: info@headspacegladstone.com.au

Opening Hours

Monday: 8:30am - 5:00pm
Tuesday: 8:30am - 5:00pm
Wednesday: 8:30am - 7:30pm
Thursday: 8:30am - 7:30pm
Friday: 8:30am - 3:00pm

please note
our centre is closed
on public holidays



how can I find out more?

headspace.org.au provides info and resources to help you maintain your wellbeing. Or get in touch with the friendly team at eheadspace on 1800 650 890 7 days a week from 3pm-10pm



is it an emergency?

if you are in an emergency situation or need immediate assistance, contact mental health services or emergency services on 000. If you need to speak to someone urgently, call **Kids Helpline 1800 55 1800** or **Lifeline 13 11 14**.

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

 **headspace**
Gladstone

let's talk headspace Gladstone

Find out more about headspace
Gladstone and how we can help



headspace Gladstone is a safe place to talk about your wellbeing

At headspace Gladstone, we offer a range of no or low cost programs, services and support for young people aged 12 to 25 who need help with their mental health, physical health (including sexual health), alcohol and other drugs, or work and study support.

We follow a “no wrong door” approach. Which means we either help you directly, or we work to connect you with the service that best fits your needs.

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, school guidance officer, or other community support service to make an appointment for you.



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.

work, school and study:

We can help if you're:

- struggling at school at 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 friends. If you're having a hard time cutting down, we can support you to get things back on track.

physical and sexual health

We can help with:

- physical health issues
- contraception and sexual health

Where possible, these supports will be provided on-site. Alternatively, headspace have strong partnerships with local bulk-billing doctors and health professionals who can also assist you.

feedback

headspace Gladstone is committed to providing the best possible service to young people, their family and friends. We welcome and value your feedback so we can improve the services we provide.

Give us feedback directly:

- Our online feedback form via the QR Code
- call our centre on 07 4903 1921
- email our centre at info@headspacegladstone.com.au with the email subject “Feedback”
- via the feedback box in the centre



Contact our Lead Agency:

Compliments, Complaints and Feedback can also go through to Roseberry Qld (Lead Agency) via the QR Code. Or go to their website roseberry.org.au/contact



Family and Friends can also provide feedback to headspace National via the Family & Friends Satisfaction Survey

