

Information Booklet

Young People



headspace welcomes all people irrespective of ethnicity, lifestyle choice, faith, sexual orientations and gender identity.

Everyone is welcome at headspace



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

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Acknowledgements

headspace Horsham would like to acknowledge Aboriginal and Torres Strait Islander people as Australia's First People and Traditional Custodians. We value their cultures, identities and continuing connection to country, waters, kin and community. We pay our respects to Elders past and present and are committed to making a positive contribution to the wellbeing of Aboriginal and Torres Strait Islander young people, by providing services that are welcoming, safe culturally appropriate and inclusive.

We acknowledge the Traditional Owners of Country,

The Wotjobaluk, Jaadwa, Jadawadjali, Wergaia and Jupagalk peoples.

headspace is committed to embracing diversity and eliminating all forms of discrimination in the provision of health services. headspace welcomes all people irrespective of ethnicity, lifestyle choice, faith, sexual orientation and gender identity.

What is headspace & how we can help

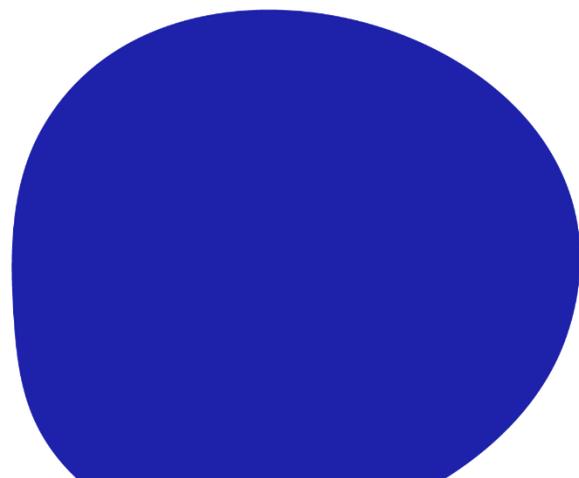
headspace is the National Youth Mental Health Foundation providing early intervention mental health services to 12-25 year olds.

More than 75 per cent of mental health issues develop before a person turns 25.

headspace Horsham provides FREE counselling and support to young people from 12 years of age up to 25 years of age. The services cover issues such as relationships, drug & alcohol, mental health, bullying, anxiety, depression, bothering thoughts & uncertainty about future plans.

With a focus on early intervention, we work with young people to provide support at a crucial time in their lives – to help get them back on track and strengthen their ability to manage their mental health in the future.

headspace is a safe, youth friendly and confidential service and we aim to help give people the skills to live a happy and healthy life.



Mental Health & Wellbeing



- Feeling down
- Stressed
- Relationship or family problems
- Just not feeling yourself

Physical Health & Sexual Health



- Physical or health issues
- Relationship problems
- Feeling down

We don't have a GP on site but we can refer you to a youth friendly doctor

Alcohol and other drug services



- Are your relationships, wellbeing, mental health affected by AOD use?
- Do you just want to cut back on AOD use?

Work and study Support



- Struggling at school
- Not sure what classes to do
- Need help writing a resume or finding a job
- Mental health affecting school

When is headspace Horsham open

Monday	10:00am – 6:00pm
Tuesday	09:00am – 5:00pm
Wednesday	10:00am – 6:00pm
Thursday	09:00am – 5:00pm
Friday	09:00am – 5:00pm
Saturday	CLOSED
Sunday	CLOSED

Services and support at headspace Horsham

- Intake and assessment workers to help you make a plan to find the right people and help your situation
- Drug and alcohol counselling
- Social and self-care groups
- Local Youth reference Group
- General counselling
- Employment and education advice
- Sexual assault and family violence counselling
- Safe place to hang out
- Heaps of info and someone to talk to

How much do services cost

Nothing – all of our services are FREE!

For the exception of our national telepsychiatry service where you are bulk billed, so there are still no out of pocket expenses

If we don't have a service available at our centre, we will help you look for other free services or services that are low cost. We have a '**NO WRONG DOOR**' policy which means if we can't provide adequate services to you we will find you someone that can.

One of the support pathways is through our Allied Health Practitioners. This team can include: Psychologists, and Mental Health Social Workers.

To access this pathway, you would be required to obtain a Mental Health Care Plan / Treatment Plan (MHCP / MHTP) from your GP. There may be a cost associated with obtaining a MHCP/MHTP, we advise that you consult your GP if there is a cost before you make an appointment to see them. Your allocated clinician can support you through this process.



Our commitment to inclusive practice



We understand that some young people may experience additional or greater barriers to accessing help for mental health difficulties.

These people might be:

Young men

Young people belonging to the LGBTQIA+ community

Aboriginal and Torres Strait Islander young peoples

Young people from culturally and linguistically diverse backgrounds

Young people who use alcohol and other drugs

Young people experiencing homelessness
Young people with disabilities

Young people in rural/remote communities



We are committed to inclusive practice. Inclusive practice involves being responsive to the needs of and actively welcoming and accepting all young people, irrespective of their culture, language, gender, sexuality, lifestyle, values, beliefs, abilities, appearance or socio-economic differences.

As an inclusive service we:

Acknowledge and respect all young people

Treat all young people fairly

Do not discriminate against or judge young people

Challenge negative stereotypes

Help young people to attend to their immediate basic needs before engaging them in treatment

(like food, housing safety, employment and daily living skills)

Offer flexible, tailored and culturally safe approaches to treatment

Access to headspace Horsham service is via an open referral system. This means that anyone is able to self-refer or refer a young person to the service. headspace Horsham promotes and adheres to the headspace definition of 'no wrong door' where 'no young person is turned away without connection to appropriate internal or external services', and encourages help seeking young people to access services. Where we cannot provide the appropriate support, the young person will receive a warm referral to another service.

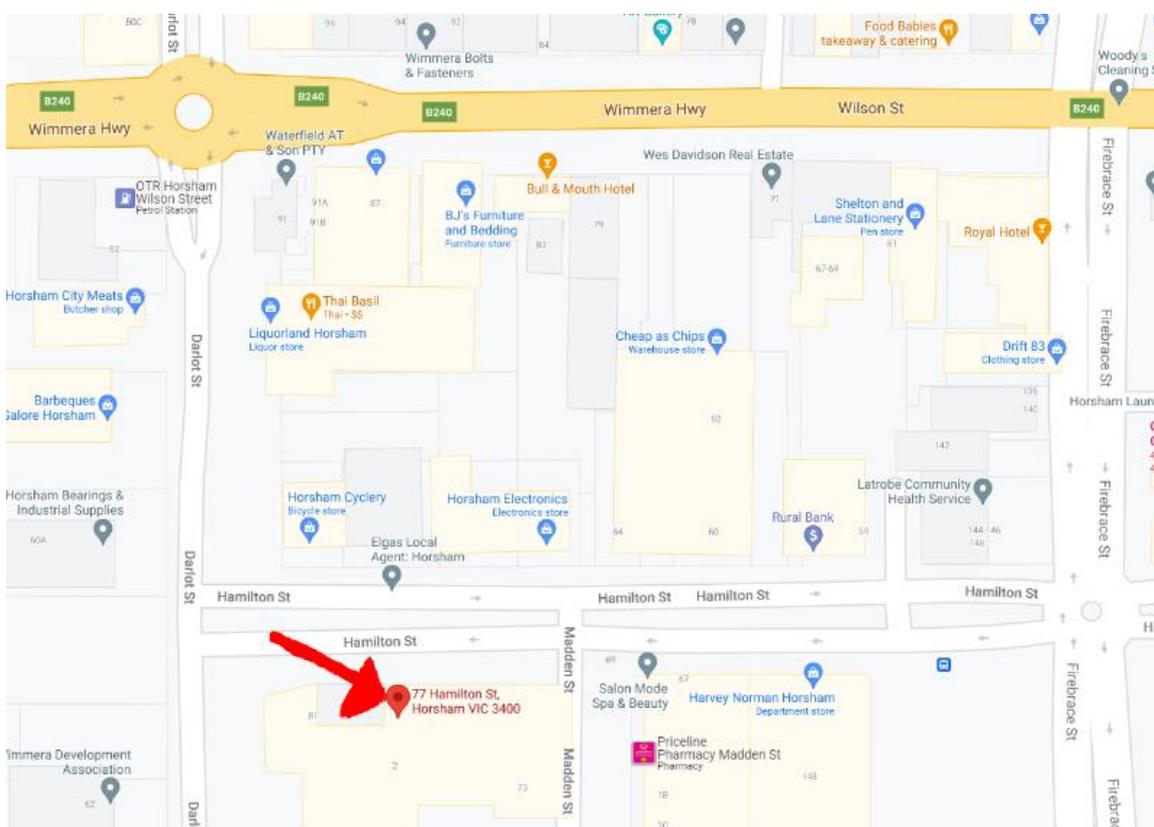
Our headspace Horsham centre has: Disabled Access, Gender Neutral toilets large waiting areas filled with natural light, sensory objects: weighted sensory blankets & toys, fidget cubes etc., family waiting area: bean bags, couches, toys, game and books

 77 Hamilton Street, Horsham, Victoria 3400

 Phone [\(03\) 5381 1543](tel:0353811543)

 Fax (03) 5382 7254

info.headspacehorsham@vt.uniting.org



What do I do if I need help in an emergency

please note, headspace Horsham is not a crisis service

At **headspace Horsham**, we understand that things can happen for young people that may be distressing.

This could include thoughts of wanting to hurt themselves, or thoughts of suicide. If this is going on – Phone **000** or attend the nearest emergency department which is located at:

Wimmera Base Hospital

83 Baillie St, Horsham VIC 3400
Open 24 hours
Phone: (03) 5381 9111

Mental Health

Ph: (03) 5362 1300
24 Hour Call Line 1300 661 323
<http://www.whcg.org.au/departments/148-mental-health/539-mental-health>

Additional contacts for support



ehheadspace

Youthbeyondblue

24/7 Lifeline

24/7 Kidshelpline

Suicide Callback Service

Parentline

Mensline Australia

Women's Information

Referral Exchange

Christian Emergency

Food Centre

Horsham Police

1800 650 890

1300 224 636

13 11 14

188 551 800

1300 659 467

132 289

1300 78 99 78

1300 134 130

5381 2311

5382 9200

www.eheadspace.org.au

www.youthbeyondblue.com

www.lifeline.org.au

www.kidshelpline.com.au

www.suicidecallbackservice.org.au

www.parentline.vic.gov.au

www.mensline.org.au

www.wire.org.au

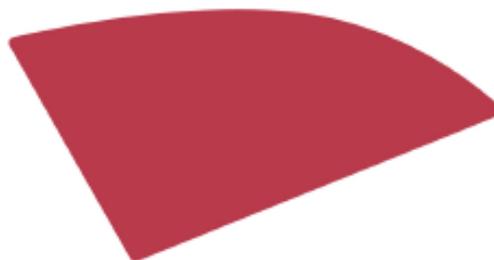
www.cefc.org.au

How to access our services

Referrals

Access to headspace Horsham service is via an open referral system. This means that anyone is able to self-refer or refer a young person to the service. headspace Horsham promotes a 'no wrong door' approach, and encourages young people seeking help to access services. Where we cannot provide the appropriate support, the young person will receive a warm referral to another service.

It is important to remember that headspace Horsham services are attended voluntarily by young people.



How to make a referral

Self-referral

Young people are encouraged to make contact themselves and can call, drop in, or download our referral form from our website.

Family, friends, and carer referral

Parent, carers, or friends can refer a young person. The young person will need to be aware of the referral and willing to meet with a worker.

Service Professionals

GP's, Allied Health Professionals, Community based agencies and schools can all refer to headspace Horsham using the referral form. The referral form can be downloaded from our website or requested from one of our friendly staff



Once a referral is received we will contact you or your referrer to arrange an appointment



info.headspacehorsham@vt.uniting.org.au

Fax (03) 5382 7254



In person or post: 77 Hamilton Street
Horsham, VIC, 3400



Complete over the phone: (03) 5381 1543

How to make an appointment

Making Appointments

Most young people will make an appointment before coming in; however, at headspace Horsham you can also drop in without an appointment.

One of our friendly workers will see you if they are available. If they can't see you right away we can make an appointment for you.

You can also call us on 5381 1543 to make an appointment. Other people can also make an appointment for you on your behalf if you are not comfortable to do so yourself. This can include family, a friend, a carer, your school or your GP.

Please set aside 90 minutes for your initial intake appointment and all subsequent appointments we allow 60 minutes. Please note that not all appointments go for the allotted times.

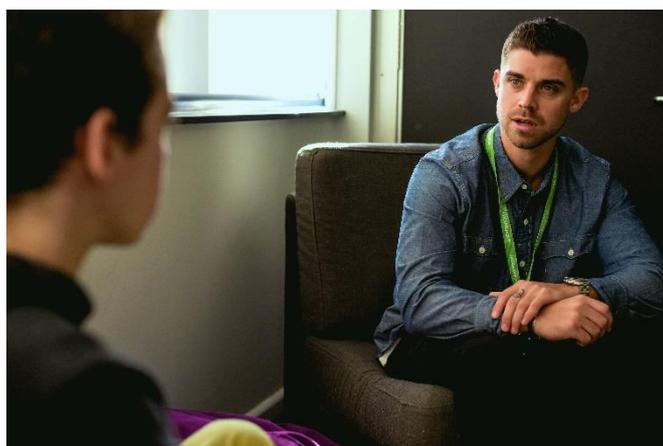
Your first visit

When you first visit our centre for an Intake and Assessment you will have a chat with an intake worker about what is happening in your life.

The intake worker will ask you some questions about what has been going on and will try to work out a plan that will best support your needs moving forward.

We encourage you to also be part of the planning process so that you feel comfortable with the decisions being made for your care.

Family and friends play a pivotal role in your health and wellbeing which is why we strongly encourage you to involve your most trusted people in providing emotional and practical support.



Shared decision making

You are invited, encouraged and supported to take the lead in identifying your goals and desired outcomes for your support plan.

We give regular opportunities for you, your family and carers to provide written or verbal feedback and an opportunity for you to take part in review meetings.

You are informed of these processes in your initial assessment and throughout your involvement with headspace Horsham.

All parents/carers are informed of these process in the Family and Friends Information Pack. Other people important to you will be informed of the participation process as appropriate.

Can I bring a support person with me



If you feel more comfortable with a friend, sibling, parent or carer in the room – this is okay!

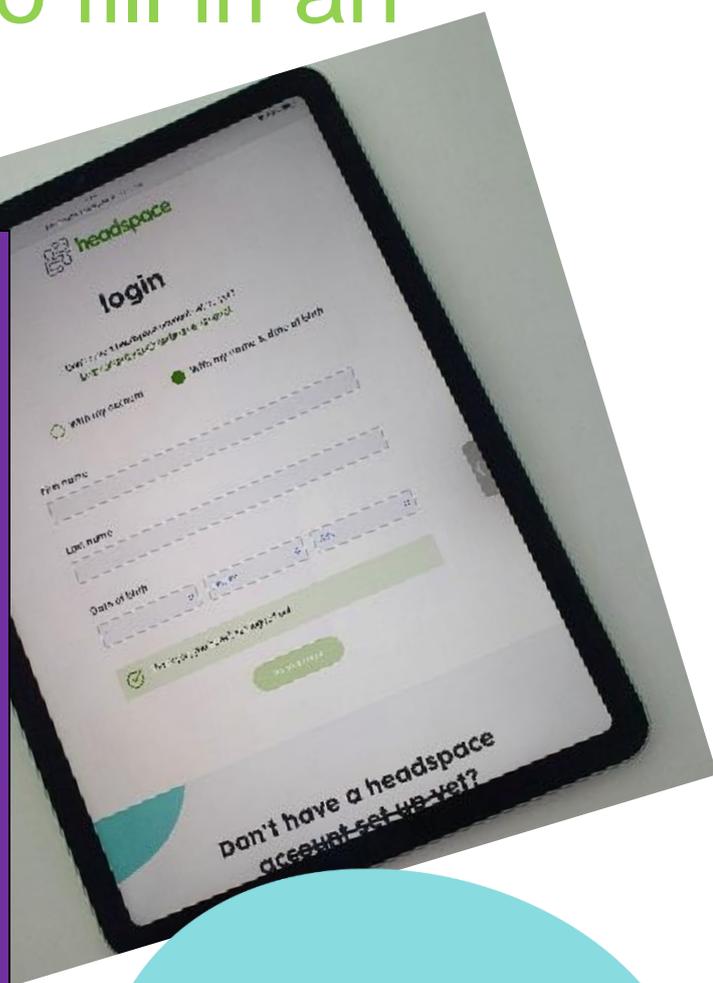
Whatever makes you feel comfortable is what we will support 😊

Why do I need to fill in an iPad

You will be asked a few questions on an iPad about your health and wellbeing. This is to help us track how you are currently feeling and whether you feel like you are improving.

Filling out the survey also helps us with our reporting requirements so that we can keep providing FREE services to our community.

headspace National evaluates, conducts research and reports on how well headspace in providing health services to young people and what we can do to improve.



What happens after my first visit



If you decide to continue with services at headspace Horsham you will work on specific goals with their allocated headspace clinician.

These goals and support pathways may include but not limited to:

- Brief or early intervention
- Problem solving
- Supportive counselling
- Study, vocational or employment assistance
- Alcohol and other drug assistance with a youth AOD Counsellor
- Sexual Assault and Family Violence Counsellor
- Participation in headspace Horsham Groups
- Referral to another agency best suited to your needs

Wait times may vary after the first appointment, this is contingent on demand periods for our centre and clinician caseloads.

As headspace is a voluntary service, if a young person chooses not to engage and attend appointments we will respect their decision

What if I don't connect with my headspace worker

That's okay, sometimes this happens, and sometimes we just don't click with someone. If you are finding that you are not connecting with your clinician you are more than welcome to see someone else at our centre. You can do this by asking a headspace Horsham worker. There are many options on how those can be done. Our main priority is that you are seeing someone you feel comfortable with and who will be the best person to help support you through your journey. So don't be afraid to ask.

Please note that transferring to a new clinician may involve wait times, this will depend on the clinicians current case load.



I would like to access your services but I don't have the ability to get to Horsham



No problems at all! Our telehealth service utilises video conferencing technology to connect rural and remote areas to headspace Horsham services, reducing travel time, expenses and personal hardship on you, your family, friends and careers.

headspace Horsham workers liaise with registered Wimmera/Southern Mallee telehealth centre/schools and their wellbeing liaison to coordinate an appointment time suitable for everyone. Contact our centre or your school to see if this is something you can access.

It's also possible to do online appointments from home

Our other online option is via phone call.

What if I can't make my appointment

This is also okay!

We would love it if you gave us a call on 5381 1543 and let us know in advance!

Alternatively you can also email info.headspacehorsham@vt.uniting.org

Our free services are in high demand, so we ask for at least 24-hour cancellation notice where possible

No show or cancellation of appointment at short notice effects

1. **YOU**; overcoming your presenting difficulties requires commitment to your appointments. Progress simply cannot be made if you do not attend your appointments as scheduled as momentum of services is lost.
2. **OTHER YOUNG PEOPLE**; there are many young people who are on a waiting list for an earlier appointment, and these young people are missing out on an earlier appointment they need. With sufficient notice of cancellation we are able to offer this earlier appointment to them.
3. **HEADSPACE CLINICIANS**; inadequate notice of change to appointment and non-attendance is disruptive to the clinicians time who has allocated your appointment time to you to help you achieve your goals

Appointment Reminders

We do provide appointment reminders via text message at the time of making your appointment and the day prior to your appointment

Other reminder strategies

Somewhere you will see this regularly – on your fridge or bathroom mirror, in your diary or calendar you use on your phone/email. Set an alarm reminder for the appointment, ensure that your appointment doesn't conflict with other commitments.

Medicare

Medicare allows you to access free or subsidised treatments from doctors, specialist, dentists, optometrists and other allied health professionals along with in hospital treatments as a public patient (Medicare) in a public hospital and private patients in a public or private hospital.

For more information visit <https://www.servicesaustralia.gov.au/individuals/medicare>

Don't know your Medicare number?

- Talk to your parent/carer or
- Talk to one of our staff to see how we can help you

Don't have a Medicare number?

- Talk to your parent/carer or
- Talk to one of our staff to see how we can help or
- Visit <https://www.servicesaustralia.gov.au/individuals/medicare>

Do you have a psychiatrist

Yes we do through headspace Telepsychiatry Service.

headspace Telepsychiatry services enable young people to access diagnostic assessment and management advice through MBS bulk billed telehealth consultations with a psychiatrist using video conferencing.

This includes a wide range of psychiatrist that are experienced in working with young people and are willing to collaborate with our clinical staff and referring general practitioners.

A valid referral from a GP is required to book an appointment. All referral and appointments are scheduled in consultation with headspace Horsham. We are required to liaise with the young person and if needed parent/carer/partner.



The Young Person will visit our centre for the video link with the psychiatrist, who can be located anywhere within Australia. All telehealth consultations are bulk-billed, so the Young Person does not need a valid Medicare card so there are...NO OUT OF POCKET EXPENSES!

What if I would like some support but I'm just not ready to come in yet

You can join the headspace online community!

free online support, wherever and whenever you need it

As a young person, there are lots of things to think about like school, study, work, relationships, physical and mental health. Whatever it is you're facing, headspace is here to help.



Your journey, your choice

There are many ways you can get the support you need just from visiting the headspace website and creating an account.



Develop your self-help skills

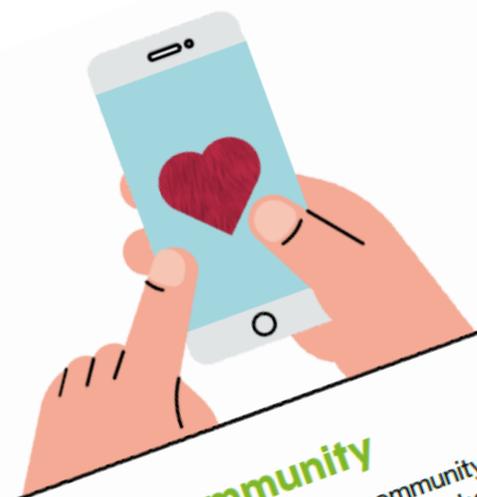
There are interactive exercises that allow you to manage your own mental health. These bite-sized activities help you reflect on your own needs, build your everyday skills and set goals to improve your mental health.

Discover tips such as improving your sleep, understanding emotions, getting active or problem-solve, just by doing one of these exercises.



Chat privately with professionals

You can chat privately with our professional counsellors over the phone or webchat, seven days a week between 9am – 1am (AEST). It's a safe space if you want some advice, unsure of what help you need or maybe just want to talk things through.



Join the community

Our safe and supportive online community provides a great way to connect with others, and share resources that are helpful to you.

Our regular group chats bring young people together and explore topics that are important to the community. Our peer-led chats are held every week, where you can share tips and experiences with others. There are also chats run by our professional clinicians who explore topics and provide resources, strategies and advice to help build your skills.



Get support with your work and study

You can get support with your work and study goals by speaking with our vocational specialists via webchat, video chat, email or phone and it's free. We can help you with everything from writing resumes and job applications through to planning course options, practicing interviews and managing your mental health with your work and study. Visit digitalworkandstudy.org.au to register or call 1800 810 794.

Make your own avatar!



Resources and tips

Want to do your own research? There are heaps of resources available which can be a great starting place to gather information that's relevant to you.

Interested in finding out more?
Visit us at headspace.org.au

Consent

headspace is a voluntary service.....We can only carry out interventions for young people who give consent. It is therefore your decision as to whether or not you want support.

Please note that this is something we will ask you when you attend.

We will provide you and your support people with enough information about the service so that you can make an informed decision about consent, confidentiality and its limits.

If under 15:

A parent or legal guardian is the appropriate person to give consent to a young person under 15 accessing our service. However, in some cases these young people can consent to accessing treatment/support without parent permission. Please speak with one of our headspace team members or request a copy of our policy if you would like to know more.

If over 15:

We will work with the young person to involve family and friends in ways that they are comfortable with, and that are likely to be beneficial to the young person's mental health.

Privacy and confidentiality

Confidentiality policies can be confusing but it is also important in developing a professional relationship with you and this will be discussed early on during the assessment phase.

We work at the pace you are comfortable with and involve you in all the decisions that are made. When you talk to someone at headspace Horsham, what you say is kept confidential. This means that nothing you say can be passed on to anyone else without your permission. We also won't tell your parents or carers any information about you accessing our service unless you want us to, or if duty of care applies (see below).

After each session the young person has with their headspace worker, the headspace worker will write some notes on what they have talked about. These notes are kept together in a file in a secure electronic database.

If you would like a copy of our Privacy Policy, please request one. If you have any questions about confidentiality, please do not hesitate to ask a headspace staff member.

headspace Horsham duty of care to you

We have a legal and ethical commitment to duty of care

- If we think a young person is going to hurt themselves or someone else we can pass on information with the aim of preventing this from happening.
- If we believe that a young person is at risk of being seriously harmed by others, then we must contact the appropriate services.
- We must tell the police if the young person has committed a serious crime.

Sometimes it's helpful for us to talk with other agencies that the young person is involved in. If this is the case, we will ask for your permission to contact them.

Collecting your information

We will collect some personal information:

This includes your:

- ✓ Full name & title
- ✓ date of birth
- ✓ address & contact number
- ✓ gender, sexual identity & sexual preference
- ✓ country of birth & language spoken at home
- ✓ Cultural status
- ✓ Highest level of education.

You can choose not to answer some of these questions if you don't feel comfortable.

So we can document and monitor all the support you receive we will create a Client File for you. We can only collect this information from you if you give consent.

To help you decide whether you choose to provide this information, we will explain the client consent form at your first appointment that sets out: how we collect, protect and use your information how you can apply for access to your personal information how to make a complaint about our use of your personal information. If there is information you don't want us to collect, please tell us. We are happy to discuss this with you when you attend.

You can find out more by going to the link below.

<https://headspace.org.au/assets/Uploads/Centres/Horsham/HS-Consent-Form.pdf>

We destroy, delete or de-identify your information when it is no longer required for why we collected it.

Rights and responsibilities

Young People

You have the responsibility to:

SHOW RESPECT for the people taking care of you & other users of our services

BE INVOLVED in making decisions on issues that affect your life

RESPECT the privacy, needs & dignity of others accessing or working at headspace Horsham by being courteous & considerate

KEEP appointments arranged for you or to contact us if you can't attend

ADVISE of CHANGES to contact details, change of address

You have the right to:

ACCESS: I have a right to access services & my health records that are important to me

FEEL SAFE: I have a right to receive support that is high quality and provided in a way that ensures my safety which is neither discriminatory nor judgemental

FEEL RESPECTED: I have a right to be treated respectfully, with dignity & consideration.

COMMUNICATED TO: I have a right to receive information about the services and treatment options available at headspace Horsham in a clear & youth-friendly way

DECISION MAKING: I have a right to be included in the decisions & choices made about the support I receive & the issues that affect my life

SPEAK UP: I have a right to provide feedback about the support that I receive & to have a response to any concerns that I express to headspace Horsham or directly to headspace National Office

PRIVACY: I have a right to privacy and confidentiality of the information I share while receiving support at headspace Horsham

REQUEST: Be able to request a different worker if you're not satisfied or comfortable with the team member you have been allocated to

Family Friends Carers

Your Rights & Responsibilities

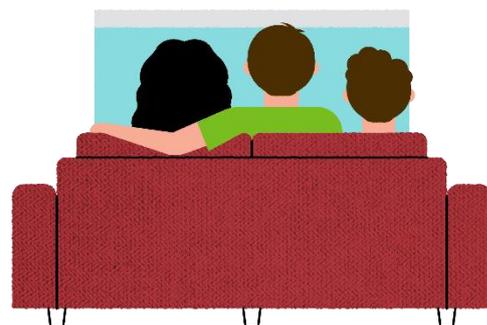
Family, Friends & Carers have a responsibility to:

SUPPORT the young person's choices & wishes that are in their best interest

RESPECT headpace Horsham staff regardless of their age, lifestyle, culture, gender, disability, language, sexual orientation, religion etc.

RECOGNISE & respect the human worth of the young person you are supporting along with their dignity

INFORM our staff if you become unable to provide support for your young person



Family, Friends & Carers have a right to:



BE RESPECTED regardless of their age, lifestyle, culture, gender, disability, language, sexual orientation, religion etc.

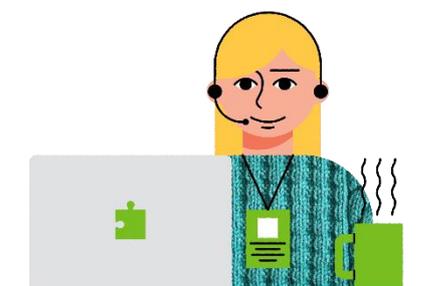
BE HEARD & taken seriously without judgement. Your views & opinions are encouraged, welcomed & valued

ACCESS information about our services & ask questions

BE INFORMED of your rights & responsibilities

What about my family, can they get support?

They sure can! We have lots of resources for families and friends at our centre. We also do family and friends support or counselling if needed and we have great programs such as Tuning into Teens that we offer to parents and carers.





Self-care

At headspace Horsham we encourage self-care.

Practicing self-care enables us to best take care of ourselves and anyone we may also be supporting.



Sometimes, taking opportunities to slow down and take a breath may naturally assist with a distressing situation, and could assist you to think more clearly about a situation.

Here's a few ideas...



English is my second language

The **Translating and Interpreting Service (TIS National)** is an interpreting service for young people who do not speak English or English is their second language.

More information can be found here: www.tisnational.gov.au/en

Language Loop also connect non-English speakers and organisations through language, to live life without limits via services they can trust.

Services include: translation, interpreting and telephone interpreting.

More information can be found here www.languageloop.com.au

headspace Horsham can organise translation and interpretation services if required.

What if I'm hearing impaired

National Relay Service:

The NRS is an Australia-wide phone service for people who are deaf or have a hearing or speech impairment.

24-hour relay call numbers

- TTY/voice calls: 133 677
- Speak & Listen: 1300 555 727
- SMS relay: 0423 677 767
- Website: <https://relayservice.gov.au/about/>

headspace Horsham can also assist with your reading and writing needs

Local Youth Reference Group

Our local Youth Reference Group (LYRG) contributes to the direction of and development of services and programs at headspace Horsham. We encourage the voice of young people to be heard and acted upon. If you or someone you know is passionate about youth mental health and wants to reduce the stigma of mental health issues get in contact with us now!

Young People on the headspace Horsham youth reference group will have the opportunity to be involved in a number of ways including:

- **Media spokespeople and community engagement opportunities**
- **Lead local projects**
- **Marketing, promotion and community awareness activities**
- **Attend and participate in centre and Consortium meetings**
- **Involvement in mental health related focus groups and consultations**
- **Evaluation and research**
- **Policy and advocacy**

By providing a variety of activities it is hoped that it will provide the opportunity to draw on people's strengths, abilities and capabilities, while also appealing to a broad range of interests.

Our YRG members come from various walks of life and all share the same passion about improving access to mental health services in the Wimmera and beyond.

If this sounds like something you would like to be involved in please give us a call on 5381 1543 or drop in to our centre at 77 Hamilton Street Horsham and ask to talk to our Youth Reference Group Co-ordinator or email us at info.headspacehorsham@vt.uniting.org



Family and friends reference group

Family, friends and carers play a significant role in supporting young people.

Do you know someone who has a passion or interest in helping with the mental health of young people?

The family and friends reference group aim is to:

- Help develop our services and programs
- Create sustainable change for our community
- Build support mechanisms which lead to better outcomes for our young people
- Evaluate the effectiveness of our service delivery

If you know of any parents or carers who are passionate about improving access to mental health services in the Wimmera and beyond let them know they can **give us a call on (03) 5381 1543**
Or email: info.headspacehorsham@vt.uniting.org

Please note that in order to be a part of this group a police check and working with children check must be completed



Alternate resources



1800 184 527
Webchat
 3PM to MIDNIGHT, EVERY DAY




1800 55 1800
 Anytime. Any Reason.




Call 13 11 14
 24/7 Crisis Support



Call 1300 659 467



Call 1300 78 99 78



It costs nothing to talk!
THE RURAL OUTREACH PROGRAM
1300 688 732

Mobile Apps meditation and mindfulness exercises



iBobbly

A SOCIAL AND EMOTIONAL WELLBEING APP FOR
 ABORIGINAL AND TORRES STRAIT ISLANDER PEOPLES

WHAT'S ON IN OUR CENTRE

Our social activities and programs like Gamers, Book Club, Social Club, Drumbeat, Art Group are always changing. To stay up to date with what's going on in the centre ask any of our headspace workers, check out the notice board in centre and if you can make sure you follow us [@headspacehorsham](#) on



Feedback

We always love getting feedback from our clients, parents or carers. Both the good and the bad as this is what helps to make our service the best that it can be for young people. We have feedback forms for compliments, complaints and service suggestions at reception. This can be completed and put in our confidential box at reception. You are also welcome to ask our staff for a feedback form if there aren't any available to you.

- Call: (03) 5381 1543
- Email: info.headspacehorsham@vt.uniting.org and title the email subject "Feedback"
- Complete the paper copy feedback form and send it through post, email or by dropping it in.
- Download the form from our website
 - headspace.org.au/headspace-centres/horsham/