



Support at headspace Malvern

Frequently Asked Questions

About us

headspace Malvern provides mental health support and counselling to young people aged 12-25, and their family, friends and carers. We are run by the lead agency - [Access Health & Community](#), in partnership with headspace Hawthorn.

What services are available?

We have a number of services available including:

- Youth-friendly doctors (GP)
- Counselling
- Drug and alcohol worker
- Family Counselling (via headspace Hawthorn)
- Peer Support (via headspace Hawthorn)
- Mental health promotion and education
- Work and Study support
- Group programs

How do I get in touch?

For mental health support:

- Call headspace Malvern on 03 9006 6550
- Fill out an online referral form via our [website](#) and a member of our Intake team will contact you

For doctor/GP:

- Call headspace Malvern on 03 9006 6550
- Fill out a registration form via our [website](#) and our reception team will contact you

Can I call for someone else?

Young people can call themselves or ask someone to call on their behalf such as a family member, friend, teacher or coach.

We are a voluntary service. When referring a young person, please check they are okay with you contacting us, and providing their details.

What happens when I contact headspace Malvern?

When you contact us, you will first speak with a member of our Intake team. If we can't take your call, then we'll call you back.

You can speak with us about your concerns, how you've been feeling and ask any questions. Our team will provide information about our service, and can assist you in booking an initial appointment.

What is the cost?

Most of our services are free of charge or bulk-billed with a Medicare card.

What to expect in my first appointment?

We know that it can be overwhelming using a new service for the first time. We have provided some information so you know what to expect in your first appointment.

In your first appointment, we will take the time to get to know you and hear your story. At the first visit, you will:

- Complete a brief survey
- Talk to a headspace worker
- Be given the opportunity to share what's been impacting your wellbeing in different areas of your life
- Talk about goals you might want to work on

We will talk to you about important topics like your privacy, confidentiality, rights and responsibilities.

After your initial appointment, our team will provide recommendations of supports that are best suited for you, depending on your goals and needs. These supports may be at headspace Malvern, or another local organisation.

Further information

Further information about headspace Malvern can be found on our website

<<https://headspace.org.au/headspace-centres/malvern/>>

To find out more about headspace National services, or to create a headspace account, visit <https://headspace.org.au/>

Contact details

If you have any questions about headspace Malvern, you contact the team by email or by calling the centre.

1257 High Street, Malvern VIC 3144

(03) 9006 6550

headspace.enquiries@accesshc.org.au

Centre hours

Monday	9:30am - 6:00pm
Tuesday	9:30am - 6:00pm
Wednesday	9:30am - 6:00pm
Thursday	9:30am - 6:00pm
Friday	9:00am - 5:00pm
Saturday	Closed
Sunday	Closed

