

want to find out more?

For more information on mental health, upcoming events and other cool things, check us out at:

- www.headspace.org.au/headspace-centres/headspace-nundah
 - www.facebook.com/headspaceNundah
- Or come in and check us out!

what do I do in an emergency?

Please note that **headspace** Nundah does not provide emergency or crisis services. In case of an emergency, dial Triple Zero (000) or go to your nearest hospital.

If you need someone to talk to, you can contact:

- eheadspace **1800 650 890**
- Kids Helpline **1800 55 1800** (5-25 year olds)
- Lifeline **13 11 14**
- Child and Youth Mental Health Service (CYMHS) (0-18 years and family members) **(07) 3068 2555**
- 1300 MH Call **1300 642 255** (18+ > select Metro North > select Prince Charles or Royal Brisbane hospital).

For after hours online support, you can also contact eheadspace.org.au (9am - 1am) or google Lifeline Crisis Chat (8pm - 4am).

headspace acknowledges Aboriginal and Torres Strait Islander peoples as the First Peoples of Australia and we pay our respects to their elder past and present who we share this great country with.



Aftercare is the lead agency for **headspace** Nundah, **headspace** Ipswich, **headspace** Woolloongabba, **headspace** Meadowbrook.

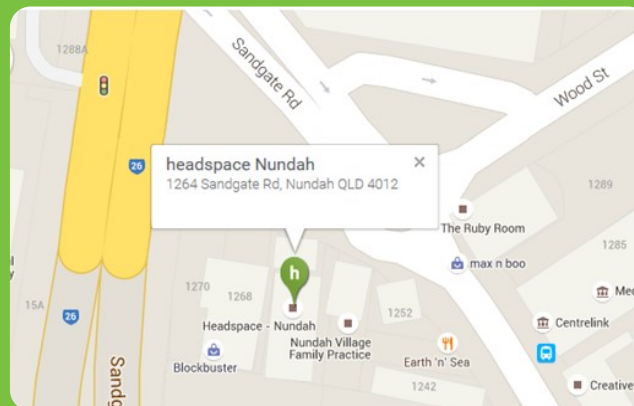
headspace Nundah opening hours

Monday	9.00am - 5.00pm
Tuesday	9.00am - 5.00pm
Wednesday	9.00am - 7.00pm
Thursday	9.00am - 7.00pm
Friday	9.00am - 5.00pm
Weekends	CLOSED

where do I find headspace Nundah?

headspace Nundah is located at:

1264 Sandgate Road, Nundah, QLD 4012
(next door to Nundah Village Family Practice and across the road from the Honda Dealership)



There is limited parking outside the centre, but plenty of parking throughout Nundah. You can also catch a bus or a train. Go to Translink Journey Planner to find your best route!



Support for young people aged 12 to 25 years

1264 Sandgate Road, Nundah, QLD 4012

PO Box, 263, Nundah, QLD 4012

P: (07) 3370 3900

F: (07) 3370 3999

E: Headspace.Nundah@aftercare.com.au

W: headspace.org.au



www.facebook.com/headspaceNundah

what is headspace?

headspace is the National Youth Mental Health Foundation. We can assist young people aged between 12 to 25 years with:

- mental health
- general health
- drug and alcohol issues
- education support

headspace is designed for the youth to come into a centre where they feel safe and they know that they can talk to someone about any issues they are having.

We know that the primary focus for all young Australians is getting help early which is the key to resolving any problems quickly.

how can I see someone at headspace?

Are you going through a tough time at the moment and wanting to speak with someone about it? Organising appointments is easy! Simply call reception on (07) 3370 3900. Reception staff will ask for some basic information to create a file for you on our medical software. They will then organise an appointment for you to meet with an Intake Clinician.

An Intake Clinician will then contact you within 3-5 business days to have a chat over the phone to discuss some of the main reasons of wanting to attend headspace and to also find out your current situation and how we can support you.

what should I expect?

When you first arrive at **headspace** Nundah, the reception staff will ask you to complete some forms and a survey on an iPad.

You will then see a clinician who will sit down with you and try to get a snapshot of what's going on in your life and how we can best help you.

If you require further support, we have other services available for you to access, such as:

- a doctor (General Practitioner)
- counsellors (Psychologist, Clinical Psychologist & Social Worker)
- Dietitian
- Alcohol and Other Drug Social Worker (Hot House)
- Centrelink worker
- Personal Helper & Mentors (PHaMs) worker

Our Medical Software will send you an automated text message the morning before your appointments. We ask if you could reply with "Y" if you are attending. If you are unable to come in for your appointment, please call us on (07) 3370 3900 to change your appointment time. We do ask if you could please give us 24 hours notice to reschedule, so we are able to fill your appointment with someone else on the wait list.

what should I do if a friend/family member is in trouble?

If you find that someone close to you is feeling or acting differently, something might be wrong. You can always ask if they are okay and take the time to listen to them and let them know that they don't need to go through anything alone. Sometimes they might just be feeling a little down and need some space. They can always contact **ehheadspace (1800 650 890)** or check out the headspace videos and resources on **YouTube** and at headspace.org.au

what about my privacy?

At **headspace** Nundah we take your privacy very seriously and anything that is discussed will be kept confidential.

We keep all of your information on a secure database which is only available to **headspace** Nundah staff. The law stops us from sharing your information outside of the service unless we have your permission to do so.

Sometimes you do not want us to share your information and we respect that, however there may be times when we need to talk to someone without your permission such as:

- if you or someone else is at significant risk of harm;
- if the law requires us to do so.

Your safety is very important to us!

how much do I have to pay?

Counselling services at **headspace** Nundah are bulk-billed with a current Medicare Card and a valid Mental Health Care Plan. You can access 10 bulk billed sessions every calendar year through Medicare.

If you need further counselling, you can talk to **headspace** Nundah about additional costs or a solution that will work best for you. Some of our other services do not involve a cost and does not require a Mental Health Care Plan.

headspace Nundah Consortium

headspace Nundah is only possible with the support from our Consortium members:

Aftercare, Medical Local Metro North, Queensland Health (CYMHS & other in-kind services), Sarina Russo Job Access, Community Connections and Centrelink.

headspace Nundah is funded by the Australian Government Department of Health under the Youth Mental Health Initiative Program.