



## frequently asked questions

### how much will it cost?

Most of our services are free and can be bulk-billed under the Australian Medicare System.

### how do I make an appointment?

Making an appointment is easy! All you, a friend or family member needs 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 [headspace.org.au/redcliffe](https://headspace.org.au/redcliffe).

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

### 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.

### what about my privacy?

At headspace we take your privacy very seriously. We will discuss this with you at your first appointment.



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Redcliffe, QLD 4020  
P 07 3897 1897 • F 07 3053 3495  
W [headspace.org.au/redcliffe](https://headspace.org.au/redcliffe)  
E [headspace.redcliffe@openminds.org.au](mailto:headspace.redcliffe@openminds.org.au)



### 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**.



Find out more about our headspace centre online  
[headspace.org.au/redcliffe](https://headspace.org.au/redcliffe)



### find us on social media!



/headspaceredcliffe



@headspaceredcliffe

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

# headspace Redcliffe

a place to be yourself

find out more about headspace  
Redcliffe and how we can help



# headspace Redcliffe is a safe place to talk about your wellbeing

At headspace Redcliffe we provide a range of 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.

To find out about all the services, programs, group sessions and activities available – or to make an appointment – you can call, e-mail or drop in. You can also ask a friend or family member, health worker, 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 or 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 friendships. 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 assist you.

### what should I expect

When you first arrive at headspace Redcliffe you will be greeted by one of our friendly receptionists who will ask you to complete the following 3 easy steps:

1. Fill out some standard forms
2. Take a quiz on one of our iPads
3. Take a seat and chill in our youth friendly waiting area

**Intake session:** Your Intake Worker's role is to talk about any issues or concerns you might have. Based on the information you provide, they will then work with you to develop an individualised support plan that best suits your needs.

Intake Workers can assist you to book your first appointment with appropriate support services.

### These services may include:

- Psychiatrists
- Counsellors / Psychologists
- Doctors (GP)
- Alcohol and drug workers
- Vocational or Employment Services
- Group support sessions (subject to availability)
- External Service Providers