



one at a time support

frequently asked questions

what is one at a time support?

It is an evidence-based approach that helps us get the most out of every session by asking you, what you want to focus on and how we can be of most help today. One at a time support aims to meet your goals from the very first session and believes that one session may be enough to help.

how do I book in a one at a time support session?

Every first appointment with headspace Townsville will be a one at a time support session.

You can book in with us by calling our reception, walking in, or by having a friend, family member, GP or other organisation send a referral through to us.

what do I need to do for my one at a time support session?

As well as the usual survey, you'll also get a short questionnaire via email or text. These questions help your counsellor to make sure they're focusing on what you need.

what happens after my one at a time support, and what if I need more sessions?

During your session your counsellor will set a time to call and check in with you. Together you can plan either another one at a time support session, for ongoing support, or decide that one session was enough for now.

if I come back for another appointment, will I see the same counsellor?

While we always try our best, we can't always promise that this will be available.

what's the evidence behind one at a time support?

Research has shown that half of those who try one at a time support get the help they need from one session. We also know that this type of support has had positive feedback from young people across other headspace Centres nationally.

For more info call us on 4799 1799