

Support and Crisis service numbers

Mental Health Access Line: 1800 011 511

Beyond Blue: 1300 22 4636

Lifeline: 13 11 14

Suicide Call Back Service: 1300 659 467

Acute Care Team: 1300 642 255

CYMHS Access: 07 5635 6392

Carers Australia: 1800 242 636

Short-term counselling and emotional and psychological support services for carers and their families in each state and territory.

headspace: 1800 650 890

Free online and telephone service that supports young people aged between 12 and 25 years and their families going through a tough time.

www.eheadspace.org.au (9am -1am)

Kids Helpline: 1800 55 1800

A free, private and confidential, telephone and online counselling service specifically for young people aged between 5 and 25 years of age.

MensLine Australia: 1300 78 99 78

A telephone and online support, information and referral service, helping men to deal with relationship problems in a practical and effective way.

MindSpot Clinic: 1800 61 44 34

How headspace can help



At **headspace** you can get help for mental health and other health issues. **headspace** has services online, by telephone and face to face.

headspace centres across Australia provide information, support and services to young people, aged 12 to 25 years, and their families. headspace can help with general health, mental health and wellbeing and with alcohol and other drugs. Information and support to assist with employment and education is also available. Online and telephone mental health support is also available through eheadspace.

Aged between 12-25 years?

headspace can help if you:

- are feeling down, stressed or can't stop worrying
- don't feel like yourself anymore
- can't deal with school/uni/work or are finding it difficult to concentrate
- are feeling sick or worried about your health
- want to cut down on your drinking or other drug use
- want to talk about sexuality, identity or relationships
- are having difficulties with friendships or parents/carers
- have sexual health issues or want information about contraception
- are being bullied, hurt or harassed
- are worried about work or study or if you're having money trouble
- need someone to talk to

headspace centres

headspace centres are located across Australia and help you to access the right type of health worker for your needs. This could be a doctor, psychologist, social worker, alcohol and drug worker, counsellor, vocational worker or youth worker. A number of centres also have Aboriginal and Torres Strait Islander health workers, welfare workers and family therapists.

You can visit a headspace centre no matter how big or small your problem may seem. Getting help early makes a significant difference to how quickly and how well you can get your life back on track.

To find your nearest headspace centre and their contact details visit headspace.org.au/headspace-centres

Making an appointment

Making an appointment at your local headspace centre is simple; just phone or email your nearest headspace centre to find a time that suits you. You can also ask a friend, teacher, parent, other family member, health worker or community agency to contact headspace for you.

Your local headspace centre might also have a 'drop in' service where you can visit anytime in their visiting hours. Call your nearest headspace centre or check out headspace.org.au to find out more about what services are available.

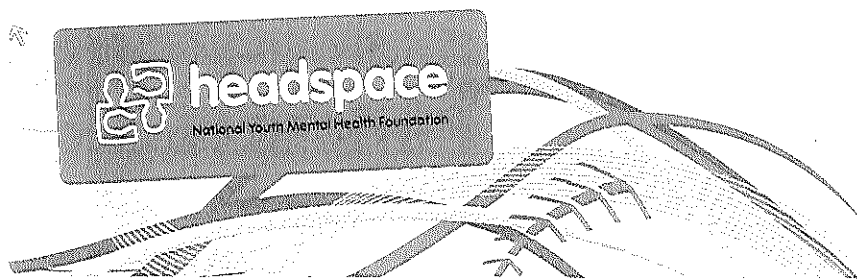
Your first appointment

Appointments at a headspace centre can vary in length but are usually 50 minutes to an hour. Sessions with a doctor might be shorter.

You'll probably be asked a lot of questions on your first visit. This is to make sure that all the important issues are covered, and to help develop the best solution for you.

Depending on the reason for your visit you might discuss how you are feeling, and how things are at work, school or home. You might also talk about how you are sleeping, how you are eating, and how you are getting on with your family and friends.

The appointment is your time. Feel free to ask questions about anything that's on your mind so that the headspace worker understands what is worrying you. They can then help you find the best solution, or find the information that you need.



How headspace can help

eheadspace

If you're going through a tough time and you don't have a headspace centre nearby, or you don't feel ready to visit a centre, eheadspace provides confidential online and telephone mental health support 7 days a week. To access eheadspace for the first time all you need to do is register at eheadspace.org.au or phone 1800 650 890. You will need to provide some information like your email address, postcode and age. eheadspace sessions are generally for 30-60 minutes and in that time you can talk about whatever you need to. If you are receiving support from a headspace centre or other service eheadspace will ask your permission to speak with your worker to ensure eheadspace is providing the best possible support.

headspace help - what to expect

It's not unusual to feel nervous about getting help for the first time. Talking to someone new about what's on your mind can take some time to get used to. If you're visiting a headspace centre it can be helpful to bring along a friend or a family member for support.

The first appointment is usually the hardest because you don't know what to expect. Over time it gets easier to talk, as you get to know and trust your headspace worker. You can visit headspace just once, or you can return for further support. This may be every week, or every few weeks, or just when you feel the need.

The headspace worker might also suggest that there are other people who could help you. headspace will help you to connect with these other supports, some of which may be available at the headspace centre.

Visit headspace.org.au to read about other young people's experiences with mental health problems and how getting help can make a difference.

Cost

Services at a headspace centre are either free, or have a low cost. You can ask if there is a cost when you make your appointment. Some services require you to have a referral from a doctor. But don't worry: headspace can help you with this as well.

All eheadspace online services are free, if you call 1800 650 890 from your mobile your usual call charges apply.

Getting the help that's right for you

When you talk with a headspace worker it's important that you feel safe and comfortable. Some people prefer to speak to a male, while others want to talk to a female. Some prefer to speak to someone who understands your cultural background. headspace will do its best to make sure you see someone you are comfortable with.

If you do not think your headspace visits are working out, it is important to ask yourself why. There could be a few reasons: it might be because it is hard to talk about what's on your mind, or it might be that you and your worker are not the right fit. Either way, don't give up. Talk to your worker about how you are feeling and together you can find a way forward.

Confidentiality

When you talk to a headspace worker what you say is kept confidential. This means nothing you say can be passed on to anyone else without your permission however there are a few exceptions.

If headspace is seriously worried about your safety, or the safety of someone else they must – by law – try to keep everyone safe. This means they might have to share their concerns with someone else. Talk to your headspace worker about confidentiality to ensure you understand how it works.

For more information, to find your nearest headspace centre or for online and telephone support visit headspace.org.au

If you require immediate support or medical assistance contact Emergency Services on 000 or call Lifeline on 13 11 14 or Kids Helpline on 1800 55 1800