How headspace can help

headspace is here to help

headspace centres across Australia provide face-to-face information, support and services to young people, aged 12 to 25 years, and their families and friends.

headspace can help you with:

- **Mental health and wellbeing**
  headspace can help if you’re experiencing significant changes in thoughts, feelings and/or behaviour, if you’re being bullied, hurt or harassed or just not feeling yourself.

- **General health**
  headspace has youth friendly general practitioners (GPs) and health nurses who can help with any physical health issues. A GP can also help you with issues related to contraception, sexual health, drug or alcohol use, relationship problems or feeling down or upset.

- **Alcohol and other drug services**
  If drugs and alcohol are starting to affect things that matter to you, like your mental health, wellbeing or friendships, headspace can help.

- **Work, school and study**
  headspace work and study specialists can help you if you’re struggling at school, unsure what course you want to do, need a hand writing a resume, or if you are searching for a job.

Online and telephone support is also available through eheadspace.
(There is more information about eheadspace over the page.)

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/university work or are finding it difficult to concentrate
- Are feeling sick or worried about your health
- Have questions about, or want to cut down on alcohol or other drug use
- Want to talk about sexuality, gender identity or relationships
- Are having difficulties with your family or friends
- 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.

Making an appointment at headspace

It’s as simple as phoning or emailing 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.

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Your first appointment at headspace

Appointments at a headspace centre can vary in length but are usually 50 minutes to an hour.

It's okay to feel nervous about getting help for the first time. It can be helpful to bring along a family member, carer or friend to help support you.

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. As you get to know and trust your headspace worker, you will probably find that talking about what is going on gets easier.

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

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 headspace services are free but if you call from your mobile your usual call charges apply.

eheadspace

If you don't have a headspace centre nearby or you don't feel ready to visit a centre, eheadspace provides confidential online and telephone 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.

If you are receiving support from a headspace centre or another service, headspace may ask your permission to speak with your worker to ensure eheadspace is providing the best possible support.

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.

Getting the help that's right for you

When you talk with a headspace worker it's important that you feel safe and comfortable - headspace will do its best to make sure this happens.

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.

headspace

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

Fact sheets are for general information only. They are not intended to be and should not be relied on as a substitute for specific medical or health advice. While every effort is taken to ensure the information is accurate, headspace makes no representations and gives no warranties that the information is correct, current, complete, reliable or suitable for any purpose. We disclaim all responsibility and liability for any direct or indirect loss, damage, cost or expense whatsoever in the use of or reliance upon this information.