


welcome to headspace gladstone



**everyone is welcome at
headspace**

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

contact us

 P (07) 4903 1921
F (07) 4803 9100

 E info@headspacegladstone.com.au

 A 1/147 Goondoon St, Gladstone Qld 4680

 W headspace.org.au/gladstone

 FB facebook.com/headspacegladstone

 IG [@headspaceGladstone](https://www.instagram.com/headspaceGladstone)

centre opening hours

Monday and Tuesday	8:30am—5:00pm
Wednesday and Thursday	8:30am—8:00pm
Friday	8:30am—3:00pm

feedback

We appreciate feedback (compliments, suggestions and complaints) about the services and care we provide you. This feedback is used to make sure that you, and other young people accessing our services have the best possible experience at our centre.

Our online survey makes feedback quick and easy, just go to <https://www.surveymonkey.com/r/SH5T3L5> OR scan the QR code below



permission for treatment

We are a voluntary service. Our workers can only provide you with support if you say it's ok (if you give consent). This is something we will discuss during your first appointment.

You can generally make decisions on your own about your treatment but in some cases we may need a parent or guardian to give consent for you (e.g. if you are under a certain age).

confidentiality and duty of care

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 unless:

We are seriously worried about your safety or the safety of someone else.

This is because we have a duty of care to try to keep everyone safe.

In these cases we'll provide only necessary information to appropriate support people and services that can protect you and/or others, such as a parent or support person, a crisis service or the police or ambulance. Where possible we will be open about this with you and let you know if our concerns reach the point where we need to involve other services.

information privacy and security

headspace is committed to protecting the privacy of your personal information. The privacy of your information is also protected by law.

We make sure that your information is managed according to all current privacy and information security legislation, which sets standards for the collection, access, storage and use of information we collect.

We also destroy, delete or de-identify this information when it's no longer required for the purpose that we collected it.

about headspace gladstone

We provide brief and early intervention services for young people aged 12-25 years old, across four key areas:



Mental Health

individual counselling and group programs

Alcohol and Other Drugs (AOD)

Individual support with an AOD counsellor



Physical and Sexual Health

Sexual health clinic, as well as GP and nutrition & exercise programs (when available)

Education and Employment

Individual support with an Employment Specialist, referral to headspace work & study support



headspace Gladstone also offers a range of group activities. To enquire call our headspace centre for more information

how to book an appointment

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.

service providers

At headspace, you can work with a range of health professionals including:

Care Coordinators (Intake Workers), Psychologists, Social Workers, Nurses, Doctors, Alcohol and Other Drug Workers and Vocational Workers.

These health professionals work together to make it as easy as possible for you and your family to get the help you might need with anything affecting your wellbeing.

your first appointment

When you arrive for your first appointment, you will:

1. Fill in a registration form
2. Complete a brief survey on an iPad
3. See a headspace Worker

You'll be given the opportunity to:

- > Tell us why you're seeking support
- > Meet our friendly staff
- > Share what's been impacting your wellbeing

If you feel comfortable, family members are welcome to attend.

after the first appointment

If you choose to continue to receive support, we might work on goals you've identified such as:

- > Mental health support
- > Access to a doctor or nurse for physical and sexual health difficulties
- > Study or vocational assistance with a work and study specialist
- > AOD assistance from an AOD worker
- > Or, we may suggest a referral to other agencies best suited to you and your family's needs.

Appointments usually takes 45 minutes. Your first appointment may take longer and appointments with a doctor might be shorter.

cost

Services are free at the centre, however you may need a Medicare card to access some services. We can help you work out how to apply for a Medicare card, or access your Medicare details if required.

At headspace, we encourage you to be involved in all decisions about our work together. Our workers will discuss all service options with you and allow for your preferences (along with evidence about what works) to guide decision making about your care.

your rights and responsibilities



It's important that you know what to expect from headspace and what your responsibilities are while you're receiving support.

rights

- Quality and respectful health care regardless of gender, race and social status or sexual preference; taking into account such things as cultural background, health status or special needs.
- Confidential, and considerate care; respecting privacy and dignity, in a safe non-threatening environment.
- Adequate information regarding all aspects of services provided or treatment available.
- To consent to, or to refuse treatment.
- Participate in decision-making about your care.
- To make a complaint about the service or treatment.
- To access your health records in accordance with Roseberry Qld Privacy and Confidentiality Policy and Freedom of Information Act.

responsibilities

- To be considerate and respectful to staff and other users of the Centre.
- To be aware that verbal abuse and threatening behavior will not be tolerated.
- To be aware that intoxicated clients will not be seen under any circumstances.
- To maintain confidentiality regarding information about other clients accessing headspace support or groups.
- To provide complete and accurate information to the service provider in order to receive the best care.
- To keep appointments or give notice as early as possible if unable to attend.
- To follow action plans or treatment programs which have been chosen in consultation with the service provider.