



## About headspace Griffith

headspace Griffith supports young people between the ages of 12-25 with a range of issues. headspace Griffith works in conjunction with other agencies to provide specialist services from inside our centre.

These include the following:

- Mental Health
- Alcohol and Drugs
- General and Sexual Health
- Vocation and Education

We also work closely with other agencies to support young people, parents and carers, schools and general community members to raise awareness about mental health and promote wellbeing.



1/26 Ulong Street  
Griffith, NSW 2680  
P 02 6962 3277 F 02 6962 6925  
[headspace.org.au/griffith](http://headspace.org.au/griffith)



### how can i find out more?

[headspace.org.au](http://headspace.org.au) provides info and resources to help you maintain your wellbeing. You can also find your closest headspace centre here - or get in touch with headspace to talk to someone.



### 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.

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



headspace  
Griffith

## let's talk

# headspace Griffith

### Comments and Complaints



## How can you make a complaint?

If you have a concern about the service you have received and would like to let us know, you can take the following steps:

- Speak to your Youth Care Coordinator
- Speak to your clinician
- Ask to speak to the Centre Manager.
- Scan the QR code

If you have taken these steps and are not happy with the response you were given, you can then take your complaint further by contacting the following services:

headspace National Office  
headspace.org.au  
Health Care Complaints Commission  
(HCCC)  
www.hccc.sw.gov.au  
Tel: 1800 043 159

## What are your rights?

- You have the right to be treated with respect.
- You have the right to have a say in what treatment you receive.
- You have the right to feel safe.
- You have the right to access health care.
- You have the right to be treated fairly and equally.
- You have the right to have your information remain confidential.
- You have the right to maintain your culture and language.



## Providing feedback:

**Centacare South West NSW is headspace Griffith's lead agency. If you would like to provide any feedback on the services that you have received here at headspace Griffith, please scan the QR code below and it will direct you to their website.**

