

# our commitment

We offer supports to young people all across South Australia, that's a lot of young people! Sometimes high level of demand for our supports can cause longer waiting times to access services. To ensure we are able to provide you with access within a suitable timeframe, we have outlined some tips to help understand our expectations around your commitment to our supports.

We will remind you of your appointment time 24 hours in advance by SMS. We will also provide you with information on how to access Youth Ambassadors, Peer Workers and Group options.



We aim to work with you based on the stream of supports you have been placed in and we will continue to review the supports we provide and your commitment to care throughout your journey with headspace.

If you are feeling unsure about coming in to headspace we can organise one of our friendly Youth Ambassadors to provide you with a meet and greet and show you around the centre.

Our Peer Worker can help support you until you are ready to access services also! We have lots of fun groups on offer.

headspace Onkaparinga is operated by Sonder. headspace centres across the Adelaide metropolitan region are supported by funding from the Adelaide PHN through the Australian Government's PHN program. headspace National Youth Mental Health Foundation is funded by the Australian Government Department of Health.



## Can't make your appointment?

That's okay, just let us know at least 24 hours in advance by giving us a call on (08) 8186 8600 so that we can offer your time slot to another young person waiting for a service with us.

## Whoops, you missed your first appointment with your intake worker or mental health clinician. What does this mean?

That's okay, just let us know at least 24 hours in advance by giving us a call on (08) 8186 8600 so that we can offer your time slot to another young person waiting for a service with us.

## Ah, you missed two in a row, oh no!

Again, it's okay, you might just have to wait a little bit longer for one of our friendly clinicians to become available. In the meantime, feel free to continue accessing our support options. We will also let your GP or referrer and carer know that you have been placed back on our waitlist.