

What to expect at a headspace centre?



headspace centres are designed for young people – they understand the needs of young people.



At your local headspace you can get help for any type of health problem. You might be concerned about your physical health, or your mental health, or perhaps about using alcohol or other drugs.

headspace helps you to access the right type of health worker for your needs. This could be a doctor, psychologist, social worker, counsellor, occupational therapist, youth worker, alcohol and drug worker, or Aboriginal health worker.

People at headspace can also help you find an education or employment program that suits your needs.

headspace offer services for people who are aged between 12 and 25 and...

- Need some help with any type of health issue
- Are having difficulty with something in their lives
- Are feeling sad, anxious or worried
- Are concerned about the use of alcohol or drugs
- Are worried about a friend or a family member
- Need advice about education and/or finding work
- Have sexual health issues or want information about contraception

Finding a headspace centre

To find out if there is a headspace near you visit 'headspace sites' on our website: www.headspace.org.au/home/headspace-sites

If there's not a headspace nearby, you can find out about other services at www.headspace.org.au/home/getting-help

Making an appointment

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

Your local headspace might also have a 'drop in' service where you can visit anytime in their visiting hours. Call your local headspace to find out more about what services they offer.

What to expect when you visit headspace

It's not unusual to feel nervous about getting help for the first time, and talking to a stranger about what's on your mind can take awhile to get used to. It sometimes helps 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 also listen to other young people's experiences about getting help on the headspace website (www.headspace.org.au/home/getting-help/experiences).

Services at a headspace are either free, or have a low cost. You can ask if there is a cost when you make your appointment.



What to expect at a headspace centre?

Your first appointment

Appointments with a headspace worker usually last 50 minutes to an hour. Sessions with a doctor might be shorter.

You'll probably be asked a lot of questions at 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 study. 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.

What happens next?

You can visit headspace to talk about your problems just once, or you can come back for more visits. The headspace worker might suggest you come back 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, such as employment workers, and they will help you to contact these other supports.

Getting the help that's right for you

When you see a headspace worker it's important that you feel safe and comfortable. Some people prefer to speak to a male, 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 nothing you say can be passed on to anyone else without your permission but there are a few exceptions. If safety is an issue, and in some circumstances as required by law.

If a headspace worker 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, and to find out if there is a headspace centre near you, visit the **headspace** website:

www.headspace.org.au