



Making an Appointment

To make an appointment at **headspace Woolloongabba** call us on, (07) 3249 2222 or email headspace.woolloongabba@aftercare.com.au to arrange a time that suits you. You can ask a friend, teacher, parent, health worker or any trusted person to contact the centre on your behalf if you need to.

If you are under 16 years of age, we encourage you to bring along a parent, care giver or support person for your first appointment .

Cancelling or Changing your Appointment

We understand that life can be unpredictable and things may come up that haven't been planned which means you need to cancel or change your appointment.

We request that you give us 24 hours notice if you are unable to keep your appointment, this means we can offer that time to another young person that is waiting to see us.

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 couple of 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.

Read our privacy policy for more information at <http://headspace.org.au/privacy-policy> or feel free to chat to your headspace worker.

Opening Hours

Monday	9.00am - 5.00pm
Tuesday	9.00am - 7.00pm
Wednesday	9.00am - 7.00pm
Thursday	9.00am - 5.00pm
Friday	9.00am - 5.00pm

Finding Us

We are located at 182 Logan Rd, Woolloongabba (next to Repco, which is on the corner of Maynard St).

Public Transport: The closest train & bus station is Buranda station, a few minutes walk to the centre.

Driving: There is limited parking available in the driveway and 2 hour on-street parking (which turns in 15 minute parking limit on GABBA event days)

Find your best route at Translink journey planner at <http://jp.translink.com.au/>

Stay connected!

Like us on Facebook



<https://www.facebook.com/headspacewoolloongabba>



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

headspace acknowledges Aboriginal and Torres Strait Islander peoples as the First Peoples of Australia and we pay our respects to their elders past, present and future who we share this great country with.



Street 182 Logan Rd, Woolloongabba QLD 4102
Mail PO Box 6042, Buranda QLD 4102
Tel 07 3249 2222 Fax 07 3249 2299
headspace.org.au

Accessing headspace

headspace centres are designed to make it as easy as possible for young people (12-25 year olds) to get the help they need for problems affecting their wellbeing.

We support young people in four main areas:

mental health, general health, work and study support and alcohol and other drug services.

At our centre, you can see:

- ⇒ GP's
- ⇒ Psychologists
- ⇒ Social Workers
- ⇒ Occupational Therapists
- ⇒ Alcohol and other Drug workers
- ⇒ Dietitians
- ⇒ Early Psychosis worker
- ⇒ Vocational workers

headspace centres are located nationally across Australia. You can find the centre most convenient to you here -

<http://headspace.org.au/headspace-centres/>

Cost

Services are free, with appointments bulk billed with 10 counselling sessions per year covered by Medicare when you have a mental health plan.

You don't need to have a mental health plan before contacting **headspace** and coming in for your first appointment. This can be arranged for you with one of our GP's or your own, after you attend.

Bulk Billing is where **headspace**, instead of charging you, can bill Medicare (or the Australian government) for the health services that you receive.

Your first appointment

Allow up to 90 minutes for your first visit

When you first arrive at the centre, you will notice the bean bags, brightly coloured lounges and the stand out graffiti wall.

You will be greeted by our friendly reception staff and be asked to complete some paper work and do a quick ipad survey before meeting your intake worker.

You'll be asked a range of questions on your first visit on various areas of your life, including; work, study, friendships and relationships, your habits, interests and hobbies.

This helps us to understand what is going on for you and where we can help.

You are encouraged to ask questions too. Asking questions and sharing information makes sure that all the important issues are covered, however, if you don't want to answer a particular question, that's okay.

What happens next?

If you and your intake worker agree that **headspace** is the best support for you, your intake worker will arrange appointments with the centres health workers to continue your support.

If you decide **headspace** isn't the most suitable support, your intake worker will connect you with services that will suit you better.



After Hours Services

In case of an emergency dial 000 or go to your nearest hospital

Confidential online and telephone support service is available at eheadspace between 9.00am – 1:00am, seven days a week.

You will need to provide some information like your email address, postcode and age. eheadspace sessions are generally for 30-60 minutes. To access eheadspace for the first time you will need to register on their website or via the phone line.

