

media statement

headspace Parramatta, Bankstown, Castle Hill, Broken Hill and Novel Coronavirus COVID-19

19 March 2020

headspace understands that COVID-19 is creating feelings of uncertainty within the community and want to remind young people that mental health support is still available.

headspace Parramatta, Bankstown, Castle Hill, and Broken Hill, managed by Flourish Australia as the lead agency, are closely monitoring developments with COVID-19, and remind members of the community to take care during this time.

To reduce risk and ensure safety of the centre and the community, headspace centres in Parramatta, Bankstown, Castle Hill and Broken Hill are now operating entirely 'virtually', providing services to young people via phone and video conferencing. This step has been taken to ensure the safety of young people, families and friends, and staff working in these centres. This measure will ensure very little disruption to service delivery as young people and families can still access support with minimal risk of transmission of COVID-19. Services are still individualised and face-to-face, but delivery is through video conferencing and phone.

Supporting young people in challenging times is crucial and headspace is dedicated to ensuring that those who need it can access help.

We encourage young people, family and friends, and staff to also seek advice from a local community general practice or from government advice lines services such as [healthdirect/coronavirus](https://healthdirect.gov.au/coronavirus).

We will continue to closely monitor the rapidly changing landscape in relation to COVID-19, and will keep the community informed about any changes in capacity. Our priorities remain our ability to maintain access to services for young people and family and friends, and also the wellbeing of our staff and the local community. We will be working to maintain service continuity and access throughout this time.

For young people potentially experiencing feelings of stress related to COVID-19, headspace has developed information which might be helpful to manage any changes to daily life as a result of containment measures.

Please visit the headspace website for more information:

<https://headspace.org.au/young-people/how-to-cope-with-stress-related-to-covid-19/>

-ENDS-

For media enquiries please contact:

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Help seeking information

To reach a headspace clinician and for more information go to www.eheadspace.org.au or call 1800 650 890.

Call Kids Helpline on 1800 55 1800 at any time of the day or night to speak with a counsellor

For emergency situations please call emergency services on 000 or call Lifeline 13 11 14 or Suicide Call Back Service 1300 659 467 to talk to someone urgently.

- Lifeline 13 11 14 www.lifeline.org.au
- beyondblue 1300 224 636 www.beyondblue.org.au
- Suicide Call Back Service 1300 659 467 www.suicidecallbackservice.org.au
- MensLine Australia 1300 789 978 www.mensline.org.au
- QLife 1800 184 527 (3pm – 12am) www qlife.org.au
- Emergency services: [000](tel:000)

About headspace

headspace is the National Youth Mental Health Foundation providing early intervention mental health services to 12-25 year olds. headspace has 110 centres across Australia in metropolitan, regional and remote areas, as well as online and phone support services through eheadspace. headspace can help young people with mental health, physical health (including sexual health) alcohol and other drug services, and work and study support. Centre details, as well as factsheets and resources for young people and their families and friends, can be located on the headspace website: headspace.org.au