



# headspace Dandenong and Narre Warren

## Frequently asked questions.

### 1. Who are we?

headspace is a youth mental health foundation that provides early intervention mental health services to 12 - 25 year olds, along with assistance in promoting young people's wellbeing over 4 core areas: mental health, physical health, work and study support and alcohol and other drug services.

headspace is a safe, youth friendly and confidential service, and we aim to help give people the skills to manage their symptoms so that they can live a happy and healthy life.

### 2. What can headspace Dandenong and Narre Warren help me with?

headspace Dandenong and Narre Warren have a number of professionals here to help support you in the best way possible. Young people can come to Dandenong and Narre Warren headspace and see counsellors, mental health social workers and occupational therapists, psychologists, doctors, nurses and more!

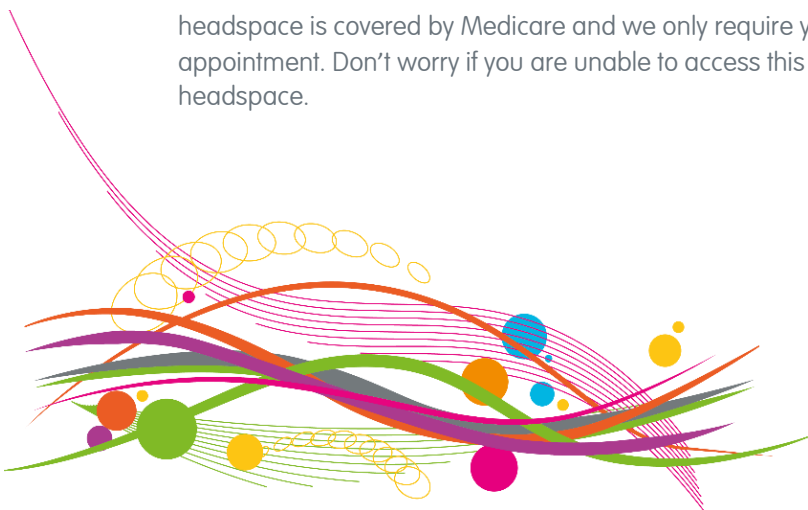
We can support you in a number of ways and for all sorts of problems including (but not limited to) if:

- You are having trouble at home
- You are feeling down or upset
- You are feeling anxious or worried
- You are feeling nervous all the time
- You are having trouble managing your anger
- You are questioning your gender or sexuality
- You are having trouble with friends and/or relationships
- You are being bullied at school
- You are looking for employment
- You are having trouble with your medication

### 3. How much does headspace cost?

headspace Dandenong and Narre Warren is a FREE service. If we don't have a service available at our centres, we will help you look for other free services or services that are low cost.

headspace is covered by Medicare and we only require you to bring your Medicare card to your first appointment. Don't worry if you are unable to access this card! We will sort this out upon your initial visit to headspace.





## 4. Do I need to make an appointment?

Most young people will make an appointment before coming into headspace, however at headspace Dandenong and Narre Warren you can also drop in without an appointment.

One of our friendly intake workers will see you if they are available. headspace Dandenong and Narre Warren will usually have one intake worker available each day, on each site, so that you can get the support you need at the right time.

You can also call us to make an appointment on 1800 367 968. Other people can also make an appointment for you on your behalf if you are not comfortable to do so yourself. Some of these people can be a family member, friend, GP or school counsellor.

Our opening hours for both centres are as follows:

Monday: 9:30am - 4:30pm  
Tuesday: 10:00am - 6:00pm  
Wednesday: 10:00am - 6:00pm  
Thursday: 10:00am - 6:00pm  
Friday: 10:00am - 6:00pm  
Saturday: 9:30am - 2:30pm (every second Saturday)

If you are not ready to come into our centre for an appointment, our free and confidential online support may be of benefit to you.

[www.eheadspace.com](http://www.eheadspace.com) is a free online service for young people where you can talk to a trained professional on anything that is going on for you. This is a really great first step to accessing support if you are not ready to see a counsellor in our centre. eheadspace offers free web chat, email or phone conversations to young people and their family between 9am - 1am.

## 5. What do I do if I need help in an emergency?

At headspace Dandenong and Narre Warren, we understand that things can happen for young people that may be distressing. This could include thoughts of wanting to hurt yourself, or thoughts of suicide. If this is going on for you - attend the nearest emergency department which are located at:

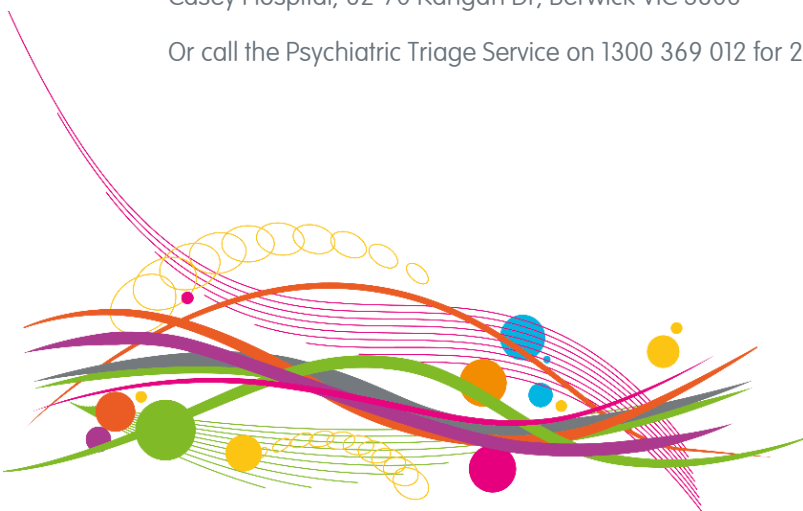
### Dandenong Emergency Department

135 David St, Dandenong VIC 3175

### Casey Hospital Emergency Department

Casey Hospital, 62-70 Kangan Dr, Berwick VIC 3806

Or call the Psychiatric Triage Service on 1300 369 012 for 24 hour mental health emergency support.





## 6. Your confidentiality.

When you talk to someone at headspace, what you say is kept confidential. This means that nothing you say can be passed on to anyone else without your permission. We also won't tell your parents or carers any information about you accessing our service unless you want us to.

However there are a couple of exceptions. If we are seriously worried about your safety or the safety of others, we - by law- try to keep everyone safe. This means that we might have to share these concerns with someone else and break this confidentiality to help keep you or others safe.

## 7. Do I need a referral to come to headspace?

You don't need a referral to see one of our intake workers. The intake worker will speak to you regarding the services we can offer based on what you need. A mental health treatment plan may need to be created so you can access our ongoing counselling services.

## 8. What is a mental health treatment plan?

A mental health treatment plan provides the community with up to 10 counselling services under the "Better Access Mental Health" initiative. A MHTP is developed between yourself and your doctor. Our intake clinician will give you step- by- step instructions on how to get one. If you don't have a doctor, our intake clinician will speak to you regarding other options.

At headspace Dandenong and Narre Warren, all your MHTP counselling sessions are FREE.

## 9. What happens in my first appointment with an intake worker?

When you first visit our centre, you will have a chat with an intake worker about what is happening in your life. The intake worker will ask you some questions about what has been going on and will try to work out a plan that will best support your needs moving forward. We encourage you to also be a part of the planning process so that you feel comfortable with the decisions being made for your care.

## 10. Is headspace a LGBTIQ friendly place?

Absolutely! We support many young people with various gender identities and sexual preferences. Everyone is welcome at headspace regardless of gender, race or sexuality.



## 11. Do you have supports for my family as well as myself?

We sure do! We have lots of resources for families and friends at our centre.

We also do family and friends support or counselling if needed and we have a great carer support worker in our team who works with the parents and carers of the young person accessing headspace.

## 12. If I'm not connecting with my clinician is it okay if I see someone else?

Absolutely. If you are finding that you are not connecting with your clinician you are more than welcome to see someone else at our centre. You can do this by either asking an intake worker to link you with another clinician, you can see our friendly peer support workers who can also help link you with another clinician, or you can ask reception to book you in with someone else. There are many options on how this can be done. Don't be afraid to ask!! Our most important priority is that you are seeing someone you feel comfortable with and who will be the best person to help support you through your journey.

## 13. Why do I need to fill in an IPAD when I come to headspace?

Each survey you fill out goes to the clinician you are seeing so that they have an idea of how you have been feeling before seeing you in session. Filling out the survey also helps us with our funding so that we can keep providing a free service to the community that supports young people.

## 14. I cannot make it to my appointment or I do not want to come to my appointment.

That's okay! We would love it if you could call us on 1800 367 968 and let us know in advance!

We can also help you rebook your appointment at the same time.

## 15. Can I bring a friend with me to my appointment?

If you feel more comfortable with a friend, parent or carer in the room, this is okay! Whatever makes you feel comfortable is what we will support.





## 16. If I have feedback who do I speak to?

We always love getting feedback from our clients, parents or carers. Both the good and the bad as this is what helps to make our service the best that it can be for young people.

We have feedback forms on the table in our waiting room. This can be completed and put in our confidential box at reception. You are also welcome to ask our reception staff for a feedback form if there is none available to you.

Our peer support workers have also created a story space template to help capture young people's stories during their time at headspace. This is another great resource you can use to help capture any feedback you may have for our service.

## 17. I would like help but I am not ready to come in yet. What can I do?

If you are not ready to come into our centre, you can access our online counselling support at [www.eheadspace.com](http://www.eheadspace.com). This website offers free web chat, email or phone conversations to young people and their family between 9am - 1am.

## 18. What is a peer support worker?

A peer support worker is a young person with a lived experience of a mental health challenge, who uses their experience to help support others going through a tough time. We have 3 peer support workers across our centres who can help support you during your time at headspace.

- Peer support workers can help answer any questions you may have about headspace.
- You can see a peer support worker one on one at headspace while you are linked in with one of our clinicians.
- Peer support workers will attend your sessions with you if needed and will be an advocate for your health and wellbeing.
- A peer support worker offers non clinical support, whereby they can help you work on goals and support you through the challenges you may be facing.



Thank you to headspace National and headspace Campbelltown for their support in the development of this document.