

How long will an appointment take?

Appointments usually last 50 minutes to an hour. Appointments with the GP or employment support might be shorter. Family appointments may be longer.

How much will an appointment cost?

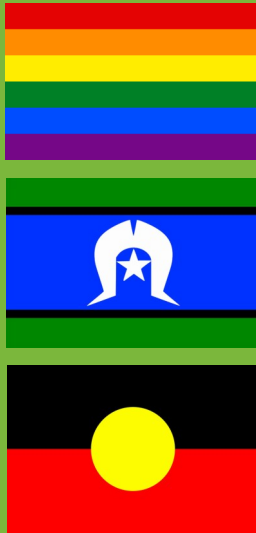
Everything at headspace Collingwood is free. Some services will require a Medicare card. To apply for a Medicare card, go to: bit.ly/medicarecard

Can I change support workers if it's not a good fit?

Absolutely. When we meet you, we'll try and work out who might suit you best, but if the fit isn't right that's totally OK. Give the intake team a call and we can discuss other options and find some support that works for you.

Our commitment to inclusive practice

We believe that all young people deserve access to services, and understand that some young people experience additional barriers to accessing help. We are responsive to all young people, irrespective of their culture, language, gender, appearance, sexuality, lifestyle, values and beliefs, abilities or socio-economic differences. We treat all young people with respect, and do not judge or discriminate. Everyone is welcome and accepted at headspace Collingwood.



headspace Collingwood wishes to acknowledge the Wurundjeri people who are the Traditional Custodians of this Land. We would also like to pay respect to the Elders both past and present of the Kulin Nation and extend that respect to other Indigenous Australians.

Involvement of family and friends



headspace believes that family and friends play an important role in a young person's journey to better wellbeing. We understand that there are many different types of family and friends that are important in a young person's life.

We aim to provide meaningful opportunities for your family and friends to participate in our services in ways that you are comfortable with. All family and friends involvement is respectful of privacy and confidentiality, and your right to determine who is involved in your care.

How can family and friends be involved?

- They may be invited to be a part of your sessions (if you say this is OK)
- You and your family/friends may decide to work on an issue together in a single session family consultation.
- We may provide information and education about issues affecting young people and how to support them, or give advice about support services available for family and friends



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

The logo for headspace Collingwood, featuring a stylized white icon of two people and the text "headspace Collingwood" in white on a green background.

What to expect at
headspace Collingwood



Services at headspace Collingwood

headspace Collingwood offers support for young people 12—25 years old, including:

- Counselling with a Mental Health Clinician, Psychologist, Occupational Therapist or Social Worker
- Physical and sexual health support with a GP or nurse
- Dietician
- Employment support
- Alcohol and other drug support
- Family support
- Therapeutic and social groups

Hours:

Monday: 9am—5pm
 Tuesday: 9am—5pm
 Wednesday: 9am—7pm

Thursday: 9am—5pm
 Friday: 9am—5pm
 Saturday: CLOSED
 Sunday: CLOSED

headspace Collingwood
 Level 1, Victoria Park (Social Club Building), Cnr Lulie & Abbott Streets,
 Abbotsford, Victoria 3067
headspace.org.au/

P: (03) 9417 0150
 F: (03) 9416 3279

@headspacecollingwood



How headspace can help

Information and services for young people can be accessed through:

- **headspace** centres offer a range of support for mental and physical health, work and study, and alcohol and other drugs.
- Our website is a good place to find information about mental health and physical health, work and study, drugs and alcohol and how to get help. To access the website visit headspace.org.au

headspace e-support!

- **eheadspace** is a national and confidential online and phone support service. Access eheadspace at ehheadspace.org.au or phone 1800 650 890.
- **headspace Digital Work and Study** is an online and phone support service for young people aged 15—24 years who need support with their work or study. Visit digitalworkandstudy.org.au



What happens when you visit headspace Collingwood?

At the first visit, you will:

- Fill in a registration form
- Complete a brief survey on an iPad (this is for data collection and funding purposes, and is confidential between yourself and your clinician)
- See a headspace worker to chat about what's been going on for you and what you're seeking help with. If you're comfortable, family members are welcome to attend some or all of this session.

At the end of this session, you and the headspace worker will discuss suitable support options for you.

After the first visit:

If **headspace** Collingwood is the right service for you, your headspace worker will help to connect you with the right type of support. This could include different counselling options, groups, alcohol and other drug support, vocational or educational support, family-based support, GP, nurse or other physical health supports.

For some services, we may be able to book you straight in. Others may need a Mental Health Care Plan or other referral from the GP.

Wait times

There may be a wait to access some of these services due to high demand. If this is the case we'll discuss this with you and make a plan of support in the meantime as needed. Unfortunately we are unable to provide exact wait times but will do our best to keep you informed.