

Welcome to headspace

It can be scary and a bit confusing when your young person gets started, but...

We hope this pack will help you feel comfortable and answers any questions you may have.



This Family and Friends welcome pack contains all of the following:

- Info about confidentiality and all our services
- Attendance Policy
- Crisis numbers sheet
- Parents support sheet
- Non-crisis support brochure

Some things we want you to know:

👉 **headspace Armadale** is a confidential service, so when a young person talks to a headspace worker, nothing they say can be passed on to anyone else without their permission unless the young person:

- is at risk of harming themselves or someone else
- is at risk of being harmed by others
- has committed a serious crime.

In these cases, we will provide only necessary information to appropriate services or support people.

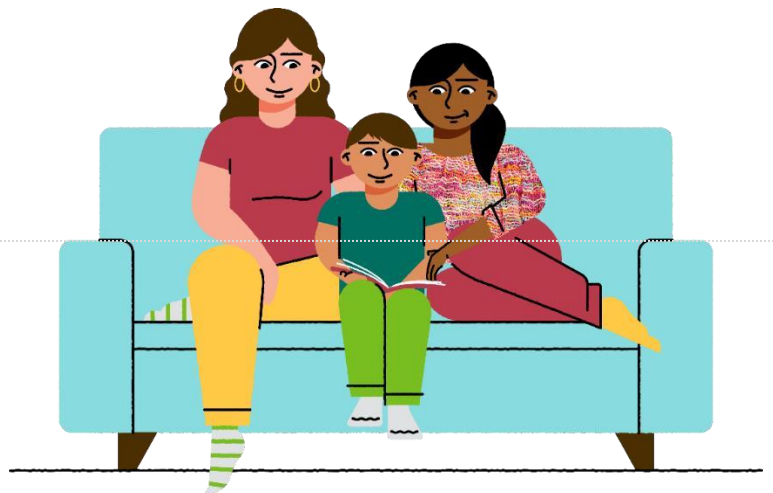
👉 All of our services are **free**. This means you won't have to pay for any of the services you receive here. Some services may require a Medicare card, but we'll let you know if that's the case.

👉 **headspace Armadale** is a safe space for all young people regardless of beliefs, background, sexuality, gender, abilities or religion. This is YOUR space.

👉 We have loads of info designed specifically for young people on our website (headspace.org.au) that's helpful if you're going through a tough time or just want to know more. Check out our reception area and the back of this pack for some handy info sheets.

From,

The **headspace Armadale** Team



DNA Policy



YOUR ATTENDANCE AT HEADSPACE ARMADALE

What happens if you don't make it to an appointment?

We get it, life happens. If you do not give us notice more than 24 hours beforehand—this is what you can expect:

1. You will receive a phone call or SMS to rebook your appointment. If you do not answer, we will try to call you again later that week.
2. If you still do not answer, we will send you a letter (the letter will have a specified date for you to contact us by—if we do not receive contact by that date specified, we will close your file)

Unfortunately, when you miss sessions, it can set back your progress and that of others, as they may have to wait longer too.

For this reason, if you miss 2 sessions without notice we will close your file.

If this happens to you, please remember you can always re-refer.

