

# Welcome to headspace Sunshine

**headspace** is Australia's National Youth Mental Health Foundation. **headspace** offers free or low-cost services for young people aged 12-25 in the following key areas:

**Mental  
Health**

**Physical  
& Sexual  
Health**

**Alcohol  
& Other  
Drugs**

**Work,  
School &  
Study**

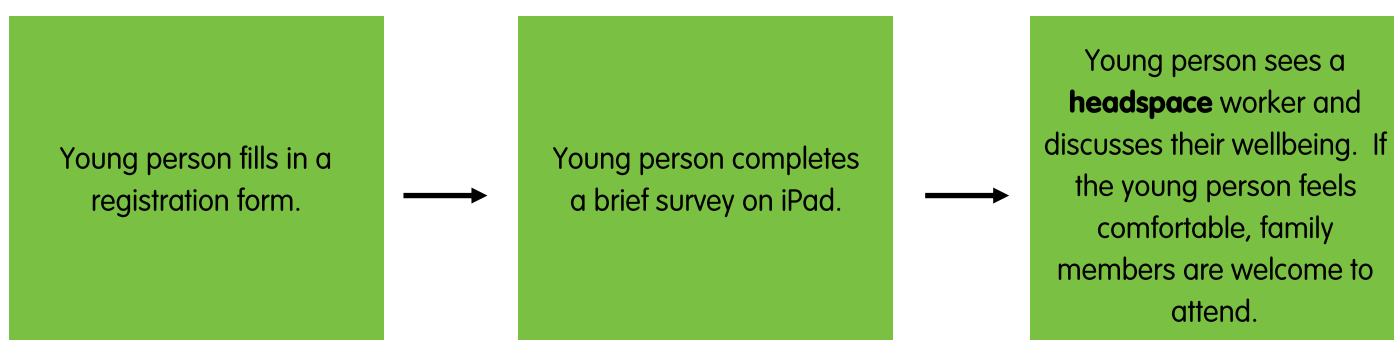
Here at **headspace** Sunshine, we know that as a parent, carer or friend of a young person who is accessing us for the first time, it can be a daunting or confusing time filled with many questions. So we've put together this welcome sheet, with some basic information about our centre, how you can support your young person or friend, and how you can support yourself and get more information.

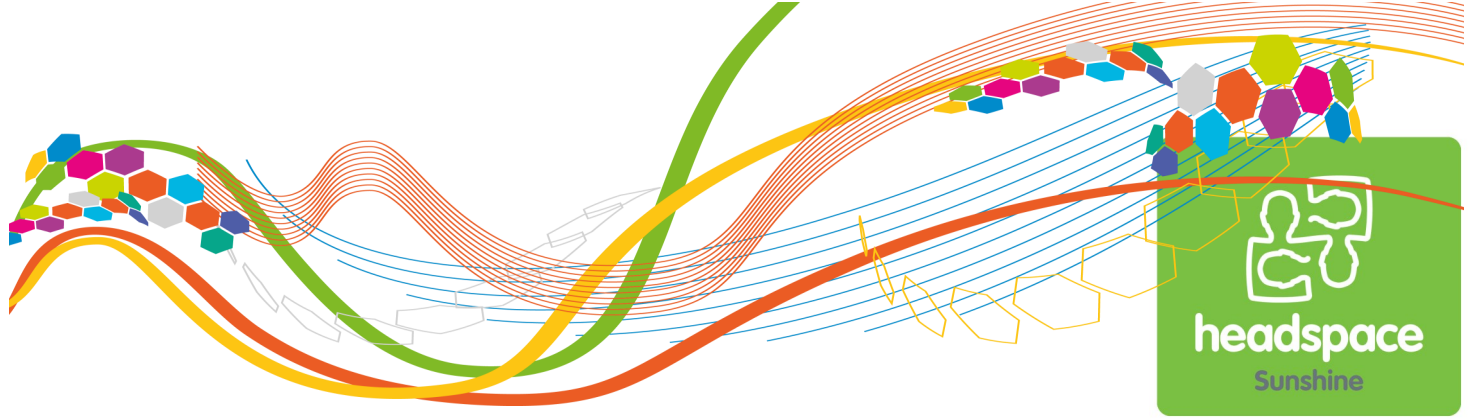
## What happens when a young person accesses mental health support from headspace Sunshine?

First contact with **headspace** Sunshine:



First visit





# Support available for family and friends

## Family & Friends Peer Support (by appointment)

Here at **headspace** Sunshine, we offer support sessions just for family, carers and friends. You can attend with or without your young person present. These sessions provide non-clinical support and general information. This offers an avenue to be listened to and to meet with someone who understands what families and friends might be going through.

## **eheadspace** (1800 650 890 or [eheadspace.org.au](https://eheadspace.org.au))

**eheadspace** is an online and telephone support service for young people between the ages of 12 to 25 and their parents, carers and/or friends. It is staffed by experienced youth and mental health professionals who can provide a range of information and support as well as short-term treatment via phone, web chat or email. It is available from 9am-1am (AEST), 7 days a week.

## Parent Line (13 22 89)

Parent line provides a state-wide telephone counselling service to parents and carers of children aged between 0-18 years. It is available 8am - Midnight, 7 days a week.

## Where to from here?

We know from research that involving family and friends in a young person's care usually leads to better health outcomes for young people. Wherever possible, we advocate for and provide meaningful opportunities for family and friends to participate in our services. In addition to this welcome sheet, we provide weekly workshops (Mental Health Masterclass) where you can learn about skills and strategies that will promote the mental and physical health of your family. See our website or talk to our receptionist to find out more.

Furthermore, we are always interested in better understanding the needs and interests of families of the young people who we see. Therefore, we encourage your feedback on ways we can improve our service to build family participation. If you have any feedback for us, please don't hesitate to fill in the 'tell us what you think' forms located to the right of reception near the iPads, and place your completed

**If you'd like more information about mental health or headspace, check out:**

***headspace Resource Library, for lots of handy fact sheets*** - <https://headspace.org.au/resource-library/>

***headspace Sunshine centre website for a Welcome Pack for Family and Friends, Frequently Asked Questions and current services and groups available at the centre*** - <https://headspace.org.au/headspace-centres/sunshine/>