

# Feedback

If you have any suggestions about how we can improve our service, we'd love to hear them.

You can provide feedback about any Sonder or headspace services and other organisational areas.

We respond to feedback directly to resolve issues in a timely manner and will keep you up to date on any actions we are taking as a result of your feedback.

Feedback can be provided in a number of ways:

- via our online form, available at [sonder.net.au/feedback](https://sonder.net.au/feedback)
- in person at any of our centres or during a home, school or workplace visit
- by phone on (08) 8209 0700
- by email to [info@sonder.net.au](mailto:info@sonder.net.au)
- in writing to Feedback, Sonder, PO Box 421 Elizabeth SA 5112

## Did you enjoy your experience with us?

Let us know by leaving a review on Google!



Scan the QR code or go to: [bit.ly/32OZHk](https://bit.ly/32OZHk)



headspace Edinburgh North is operated by Sonder. headspace centres across the Adelaide metropolitan region are supported by funding from the Adelaide PHN through the Australian Government's PHN program. headspace National Youth Mental Health Foundation is funded by the Australian Government Department of Health.

# Contact us

Kaurna Country  
2 Peachey Rd, Edinburgh North SA 5113

**Phone** (08) 8209 0700  
**Fax** (08) 8252 9433  
**Facebook** [headspaceedinburghnorth](https://www.facebook.com/headspaceedinburghnorth)  
**Instagram** [@headspaceedinburghnorth](https://www.instagram.com/headspaceedinburghnorth)  
**Email** [info@sonder.net.au](mailto:info@sonder.net.au)  
**Website** [headspace.org.au/edinburgh-north](https://headspace.org.au/edinburgh-north)

## hours

Our opening hours are generally 9 am - 5 pm, Monday - Friday. We offer extended hours on particular days, for further details, visit our website [headspace.org.au/edinburgh-north](https://headspace.org.au/edinburgh-north)



If you need to speak to someone urgently, please call:

**Lifeline** 13 11 14

**Kids Helpline** 1800 55 1800

**Mental Health Triage** 13 14 65



headspace Edinburgh North acknowledges Aboriginal and Torres Strait Islander peoples as the First Peoples of Australia.

We pay respect to them, their cultural and spiritual heritage, and to Elders past, present, and emerging.

We acknowledge the ongoing impact of intergenerational trauma that has occurred since colonisation and commit to truth telling as we walk alongside them towards reconciliation.

headspace Edinburgh North welcomes people from all cultures, faiths, backgrounds, experiences, and celebrates all identities, genders, sexes, orientations and abilities.

We embrace diverse voices in our decision making to ensure we deliver inclusive services.

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## Edinburgh North



# work & study

For young people aged 12-25



# Do you need help finding work or starting your study journey?

**No matter where you're at, headspace Work & Study is here to help you move forward.**

headspace Work & Study is an entirely voluntary service and is not connected to Centrelink Job Service Providers.

Our Employment Specialists will provide one-on-one support to help you find work or study opportunities. They will work with you along the entire journey both before and after you gain employment.

What kind of work or study you do and how much support you receive is entirely up to you!



## Throughout this process our Employment Specialists can help you in a number of ways, including:

- Completing a vocational assessment to identify the jobs or study pathways you would like to do;
- Helping with writing resumes and cover letters;
- Assisting with preparation for interviews and starting work;
- Speaking to employers to identify job opportunities;
- Assisting with management of the requirements of Centrelink and Job Service Providers;
- Once employed, we can speak to your employer to troubleshoot any challenges that arise;
- Working with your mental health clinician to ensure you receive the best and most coordinated support;
- We can also continue to support you until you feel comfortable in your role and your goals are met.

## Who is eligible for headspace Work & Study?

Anyone who is a client at headspace Edinburgh North and is aged 12 - 25 years old.

## Can I still receive support if I'm already linked with a job provider?

Yes. We are separate from Job Active and Disability Employment Service (DES) providers so you can choose to work with both headspace and other job services.

We understand that you may have to meet certain requirements from Centrelink and your job service provider to maintain some Centrelink income support payments.

Our Employment Specialists can help you meet these requirements and can communicate with your Job Service Provider to make this process as simple as possible.

## Costs and confidentiality

The services we provide are always free.

At headspace Edinburgh North, we are here to support you and will keep your information private and confidential.

## Making a referral

All you need to do is speak to your worker and let them know you want help looking for work.

They will then make a referral on your behalf and an Employment Specialist will contact you to arrange a first appointment.