

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
- 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
- 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/32OZHxK



Contact us

headspace Adelaide

Karna Country
173 Wakefield St, Adelaide SA 5000

Phone 1800 063 267
Fax 1800 632 193
Facebook [headspaceadelaide](https://www.facebook.com/headspaceadelaide)
Instagram [@headspaceadelaide](https://www.instagram.com/headspaceadelaide)
Email info@headspaceadelaide.org.au
Website headspace.org.au/adelaide

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/adelaide



If you need to speak to someone urgently, please call Lifeline on 13 11 14, Kids Helpline on 1800 55 1800 or Mental Health Triage on 13 14 65

headspace Adelaide 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.

headspace acknowledges Aboriginal and Torres Strait Islander Peoples as the First Peoples of Australia and we pay respect to the Elders past and present who we share this great country.



at headspace Adelaide, we've got your back

Youth mental health service, helping you understand and work through some of life's challenges.



headspace is committed to providing the best possible service to young people, their family and friends.

Are you under 25 and going through a tough time? headspace Adelaide can help.

We can provide you with advice, support and assistance if you:

- Feel down, stressed or can't stop worrying;
- Haven't felt like yourself for a long time;
- Can't deal with school or are finding it hard to concentrate;
- Feel sick or are worried about your health;
- Want to cut down on drinking or drug use;
- Want to talk about sexuality, identity or relationships;
- Are having difficulties with friendships;
- Have sexual health issues;
- Are being bullied, hurt or harrassed;
- Are worried about work or study;
- Are having money trouble.

What to expect at headspace

When you first come to headspace Adelaide, you will be greeted by one of our friendly receptionists.

You will then be asked to use an iPad to give us some details about your overall wellbeing so we can offer you the best support possible.

After this, you will see one of our workers, who will work alongside you in developing a plan that suits your needs.

Our centre is designed for young people and we aim to provide a service that is welcoming, friendly and supportive.

Peer Support Workers are available at our centre to work with young people. Peer support provides an opportunity for young people to connect with others who have experienced similar challenges.

Peer Support Workers listen and provide support in a non-judgemental manner to help young people navigate life's challenges.



Cost and confidentiality

The services we provide are always free.

At headspace Adelaide, we are here to listen and will keep your information private and confidential.

Making an appointment

Young people can self-refer to our centre or be referred by GPs, schools, health and community workers.

You can do this by calling us on 1800 632 193 or by downloading a referral form from our website and emailing or faxing it to us.

You can also use our online referral form forms.sonder.net.au/hsA-entry

Families, carers or friends can refer on behalf of the young person involved. Referrals must take place with the consent of the young person.

Once we receive a referral, we will be in touch as soon as possible.