

## Feedback

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

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)



## 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



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

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.

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.



# open door

One-at-a-time appointments for young people aged between 12 and 25 experiencing mental health challenges.



# headspace Edinburgh North's Open Door service provides one-at-a-time appointments with our friendly workers.

## What should I expect?

Open Door is designed for one-off support, but the door is always open for you to come back for as many appointments as you need.

At your appointment, you will first complete a short survey so we can offer you the best support possible.

After this, your worker will ask you about the areas you'd like to focus on during your appointment.

## What if I need more than one appointment?

If you feel like you need more support than a one-at-a-time appointment can provide, you can discuss this with your worker and come up with a way forward that best meets your needs.

## Who will I see?

Appointments at headspace are provided by a range of workers, including psychologists, social workers, occupational therapists, mental health nurses, peer support workers and other health professionals.

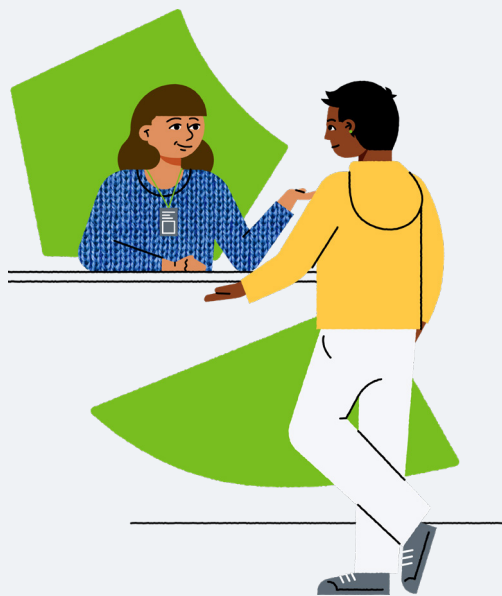
## How do I make an appointment?

To make an Open Door appointment at headspace Edinburgh North, complete our online referral form available at - [forms.sonder.net.au/hsEN-referral](https://forms.sonder.net.au/hsEN-referral)

Alternatively, you can contact us using the details on the back of this brochure.

Families, Carers or friends can refer on your behalf, as long as they have your consent.

Once we receive your referral, we'll be in touch as soon as possible.



## What support can I get whilst I wait for my appointment?

Open Door appointments are highly accessible and you should be able to meet with one of our friendly workers within a matter of weeks.

Whilst you wait, we encourage you to keep in contact with a trusted doctor. If you need support sooner, you can also access one of our drop-in services:

- **Check-in Space** - available every Wednesday from 2 pm - 5.30 pm at headspace Edinburgh North.
- **Walk-in After-Hours Mental Health Service** - available from 5 pm - 9 pm, Monday to Friday at Sonder Edinburgh North.

If you prefer, headspace has a webchat which can be accessed seven days a week between 9 am - 1 am via [ehheadspace.org.au](https://ehheadspace.org.au)

## Cost and confidentiality

The services we provide are always free. At headspace Edinburgh North, we are here to listen and will keep your information private and confidential.