

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 0750
- 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



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 Road, Edinburgh North SA 5113

Phone (08) 8209 0750
Fax (08) 8209 0755
Facebook [headspaceedinburghnorth](https://www.facebook.com/headspaceedinburghnorth)
Instagram [@headspaceedinburghnorth](https://www.instagram.com/headspaceedinburghnorth)
Email info@sonder.net.au
Website 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



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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open door

Session-by-session support for young people aged between 12 and 25 experiencing mental health challenges.



headspace Edinburgh North's Open Door service provides session-by-session support with our friendly workers.

What should I expect?

Because the number of sessions each person might need is different, Open Door is designed to take things one session at a time.

At your first session, you'll choose one area of your life to focus on - whatever feels most important for you at the time.

Afterwards, you'll have time to try out the ideas you and your worker came up with together and see how they work with your life.

What if I need more than one session?

After this, if you feel like you're needing more support, the door is always open for you to come back for another session when you need.

You can discuss this with your worker and come up with a way forward that best meets your needs.

Who will I see?

Sessions 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.

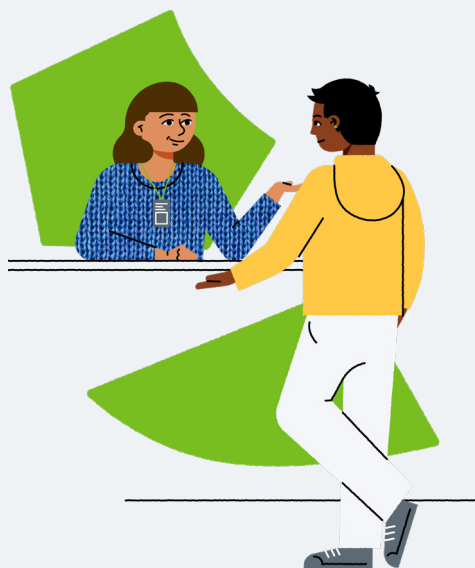
How do I make an appointment?

To book an Open Door session at headspace Edinburgh North, complete our online referral form available at - 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 while I wait for my session?

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** - Walk-in service for young people available at set times during the week. For more information, contact the centre on (08) 8209 0750 or ask your worker.
- **Northern Adelaide Medicare Mental Health Centre (formerly Head to health)** - Walk-in service for people aged 16 years and over, available from 8.30 am - 9 pm, Monday to Friday and 12 pm - 6.30 pm, Saturday and Sunday. For more information, visit sonder.net.au/headtohealth.
- **Safe Haven Salisbury** - Walk-in service for people aged 16 years and over, available from 5 pm - 9 pm, Tuesday to Friday. For more information, visit sonder.net.au/safe-haven.

You can also get support by creating a headspace account at headspace.org.au, or you can speak to someone 1-on-1 via online chat, email or over the phone at headspace.org.au, or 1800 650 890.

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.