



Young people's privacy, confidentiality and feedback is important to us

headspace Frankston, along with our lead agency YSAS, takes privacy and confidentiality seriously. Our programs collect and store all information in a secure and confidential manner, as required by law.

For more information on privacy and your rights as a client, head to the Privacy, Confidentiality and Feedback section on our website: headspace.org.au/headspace-centres/frankston/

If you want to provide feedback or make a complaint, you can speak to one of our workers, contact the centre or go here: ysas.org.au/feedback-complaints

let's talk headspace Frankston

Find out more about headspace Frankston and how we can help



62 Playne Street
Frankston, VIC, 3199
P 03 9769 6419 • F 03 9770 5688
headspace.org.au/frankston
E headspace@headspacefrankston.org.au



how can i find out more?

headspace.org.au provides info and resources to help you maintain your wellbeing. You can also find your closest headspace centre here – or get in touch with headspace to talk to someone.



is it an emergency?

If you are in an emergency situation or need immediate assistance, contact mental health services or emergency services on 000. If you need to speak to someone urgently, call Kids HelpLine **1800 55 1800** or Lifeline **13 11 14**.

headspace National Youth Mental Health Foundation is funded by the Australian Government Department of Health



headspace Frankston is a good place to talk about your wellbeing

headspace Frankston is somewhere for young people who need help with mental health, physical health (including sexual health), alcohol and other drugs or work and study support.



we can help with:

Mental health

We can help if you're:

- feeling down
- stressed or worried a lot of the time
- experiencing relationship problems or difficulties with your family or friends
- wanting to talk about sexuality or gender identity
- just not feeling yourself, or if you've noticed changes in your thoughts, feelings or behaviour.

Physical and sexual health

headspace centres often have youth-friendly doctors and nurses who can assist you with issues related to:

- any physical health issues
- contraception and sexual health
- drug or alcohol use.

Work, school and study

We can help if you're:

- struggling at school or work and feeling anxious or stressed
- unsure of what course you want to do
- needing a hand writing a resume
- searching for a job.

Alcohol and other drugs

Alcohol and other drugs can affect things that matter to you, like your mental health, wellbeing or friendships. If you're having a hard time cutting down, we can support you to get things back on track.

headspace Frankston

At headspace Frankston we provide a range of programs, services and support for young people aged 12 - 25 for things that might be affecting your health and wellbeing.

To find out about all the services, programs, group sessions and activities available – or to make an appointment – you can call, email or drop in.

You can also ask a friend or family member, health worker or other community service to make an appointment for you.



Find out more about our headspace centre online
headspace.org.au/frankston

Some things to know before attending an appointment

You can make a referral for yourself or someone you know online via our headspace Frankston website:
<https://headspace.org.au/headspace-centres/frankston/>

We will confirm your appointment in advance via your preferred contact method - for example, by SMS.

We will ask you to complete a survey before you see your worker, which can be done via a link on your phone or via a tablet when you arrive at our centre

For some services, we will need your Medicare card details. If you do not have one or don't know the details, let us know. If you need any assistance to access any of our services, please let us know - we can help!