



workers

eheadspace is a national online and telephone support service



eheadspace.org.au
1800 650 890
9am-1am AEST

eheadspace is a confidential, free* and secure space where a young person or their family can web chat, email or speak on the phone with a qualified youth mental health professional.

Who can access eheadspace?

eheadspace offers online and telephone mental health support to young people aged 12-25 years and their families or friends. Young people may contact **eheadspace** if they need advice, are worried about their mental health or are feeling isolated or alone. **eheadspace** is not a crisis service.

eheadspace email, web chat and phone support provides flexible ways for young people who don't have a **headspace** centre nearby or don't feel ready to visit a centre, to get the help they need.

eheadspace aims to provide improved access to support for young people who are known to be less likely to use traditional services such as young men, Lesbian, Gay, Bisexual, Transgender and Intersex (LGBTI), Aboriginal and Torres Strait Islander, Culturally and Linguistically Diverse (CALD), homeless, rural and remote young Australians.

What does eheadspace offer?

eheadspace is staffed by qualified youth mental health professionals who can help young people by exploring what is on their mind, what help is available and how they can build coping skills.

Depending on the needs of the young person, **eheadspace** may provide esupport or etherapy. Interventions offered will be based on assessment, formulation and shared decision making.

Registering with eheadspace

Young people or family members must register at **www.eheadspace.org.au** to use the online and email service. They can remain anonymous (full name is not required for

registration), but they will need to provide a username and email address as registration is a two-step process requiring email verification. There will also be some information collected as part of the registration process such as age, sexuality, gender, postcode, education and other information to assist the **eheadspace** clinicians. Young people who make their first contact with **eheadspace** on the phone will be asked to provide the same information.

Referrals to eheadspace

Workers and teachers can provide referral information that may assist **eheadspace** clinicians to support a young person. To provide referral information or to negotiate a shared care arrangement call **eheadspace** on 0488 200 053.

It can be helpful to assist young people with the **eheadspace** registration process at **eheadspace.org.au**. Young people can send an email to **eheadspace** to schedule their first appointment.

Referrals from eheadspace

eheadspace acknowledges that not all mental health problems can be appropriately addressed online. When this is the case, young people will be supported and encouraged to attend face to face services. **eheadspace** aims to make referrals and communication between **eheadspace** and other services as seamless as possible.

eheadspace will offer assisted referral, where young people are supported to access face to face services (including **headspace** centres) and will continue to support young people while they await an appointment or are in the process of engaging with a face to face service. An **eheadspace** clinician may stay involved and be part of the overall care plan for a young person, even if they have been referred to face to face services.

When young people accessing **eheadspace** already have face to face services in place, **eheadspace** aims to work collaboratively with these services.

* Calls from mobile phones attract normal call charges