

**eheadspace** is a national online and telephone counselling service



**eheadspace.org.au**

**1pm-1am AEST**

**eheadspace telephone**

**1800 650 890**

**10pm-1pm 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.

## Registering with eheadspace

Young people or family members must register at [www.eheadspace.org.au](http://www.eheadspace.org.au) to use the service. To register you need to provide a user name, email address, gender, age, postcode, CALD and Aboriginal and Torres Strait Islander status. It is a two step process requiring email verification. Young people who make their first contact with **eheadspace** telephone clinicians will be asked to provide the same information.

## Who can access eheadspace?

**eheadspace** aims to offer flexible mental health support to young people 12-25 years of age and their families or friends. **eheadspace** is not a crisis service.

**eheadspace** aims to provide improved access to young people who are known to be less likely to use traditional services such as young men, LGBTI, Aboriginal and Torres Strait Islander, CALD and rural and remote young Australians.

We do acknowledge 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. Where there are concerns that **eheadspace** is not being utilised appropriately this will be discussed with the young person directly.

## What does eheadspace offer?

**eheadspace** will provide an opportunity for flexible help seeking with mental health expertise through esupport or etherapy as appropriate:

**1 esupport** to young people and their families is based on sound evidence based practice or principles of best practice. The support provided includes: triage, preliminary assessment, psychoeducation, motivational interviewing, problem solving, self-help strategies, CBT, supportive counselling, referral and/or adjunctive/ collaborative care with face to face services.

**2 etherapy**<sup>1</sup> is individually negotiated, goal directed counselling using evidence based interventions. In order to be eligible for etherapy, a young person will need to have completed a thorough assessment and screening process and they (or their parent/carer if under 16 years) will be taken through the **eheadspace** consent process.

Interventions offered will be based on assessment, formulation and shared decision making.

## Coordinated Care

**eheadspace** utilise a key worker model to promote consistency of responses to young people.

A referral to face to face services does not always mean that the **eheadspace** clinician would no longer be involved with the young person's care. **eheadspace** clinician's may be part of the overall care plan of a young person.

## Referrals from eheadspace

**eheadspace** will offer assisted referral, where young people are supported through referrals to face to face services (including **headspace** centres). Where necessary, young people are supported whilst they await an appointment or are in the process of engagement with a face to face service.

It is hoped that referrals and communication between **eheadspace** and **headspace** centres (and other youth mental health services) are as seamless as possible for young people.

<sup>1</sup> Available online only