

If you are wanting to be referred to a counsellor at headspace Collingwood or to someone in the community, you will need a Mental Health Care Plan and referral letter which can be done by one of our GP's. Please call us on 9417 0150 or speak to one of the administration staff to make an appointment.

You will receive an SMS to remind you of your appointment the day before – please let us know if you can't attend so we can offer the appointment to someone else!

The GP will ask you to make a review appointment for a repeat prescription, or to provide you with results of blood tests/scans etc. Unfortunately this information cannot be provided over the phone.

You can request to see your preferred GP when making an appointment over the phone or at our service.

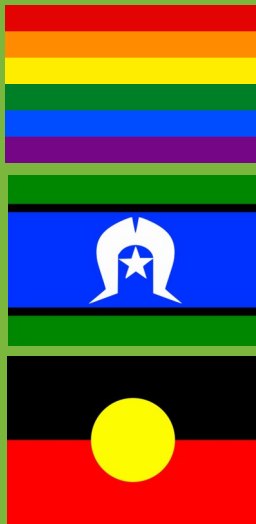
Home visits and after hours medical services are not available at headspace Collingwood. However, you can contact the "National Home Doctor"- a FREE service, to seek after hours care or request a home visit when our practice is closed. Please call them on (03) 9429 5677.

Language Access

Any patient who does not speak English is encouraged to request access to a telephone interpreter service (TIS) during the consultation – this is a free service.

Preventative health care

Our clinic offers preventative health checks including Aboriginal and Torres Strait Islander health checks. Please let the GP know if you would like more information about this.



headspace Collingwood wishes to acknowledge the Wurundjeri people who are the Traditional Custodians of this Land. We would also like to pay respect to the Elders both past and present of the Kulin Nation and extend that respect to other Indigenous Australians.

Privacy at headspace Collingwood



headspace Collingwood ensures that your privacy and confidentiality is maintained at all times.

We operate on a computer based medical record system – please let the reception staff know if any of your personal details, address, phone number or circumstances change. Medicare Card, Health Care Card/Pension Card and other entitlements are also useful for the GP clinic.

Your medical record is a confidential document, and it is the policy of **headspace Collingwood** to maintain security of health information at all times, and to ensure that this information is accessible only by authorised staff members.

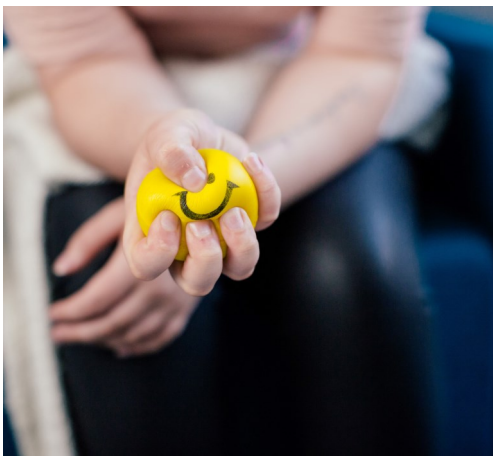
If you have a suggestion, complaint, or improvement – please don't hesitate to ask the administration staff for a feedback form. If there is a problem that you wish to follow up externally, the place to contact is: Health Services Commissioner, 30th Floor, 570 Bourke Street, Melbourne ph. (03) 8601 5200



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



What to expect when visiting the GP at headspace Collingwood



GP Service at headspace Collingwood

One of the services **headspace** Collingwood offers is a bulk billed, youth friendly and confidential youth primary health clinic.

Our GPs are experienced in working with young people, and are here to help keep you healthy. We have both male and female doctors, and also a nurse.

All our medical services are bulk-billed, and each appointment is between 30 to 60 mins.

We appreciate you calling or responding “no” to our SMS appointment reminder if you are unable to make your scheduled appointment.

Hours:	Thursday: 9am—5pm
Monday: 9am—5pm	Friday: 9am—5pm
Tuesday: 9am—5pm	Saturday: CLOSED
Wednesday: 9am—5pm	Sunday: CLOSED

headspace Collingwood
Level 1, Victoria Park , Cnr Lulie Abbott Streets,
Abbotsford, Victoria 3067
headspace.org.au/



P: (03) 94170150 F: (03) 94163279

E: reception@collingwoodheadspace.org.au

How headspace can help

Information and services for young people can be accessed through:

- **headspace** centers offer a range of support for mental and physical health, work and study, and alcohol and other drugs.
- Our website is a good place to find information about mental health and physical health, and how to get help. To access the website visit headspace.org.au

headspace e-support!

- **eheadspace** is a national and confidential online and phone support service. Access eheadspace at ehheadspace.org.au or phone 1800 650 890.
- **eheadspace Digital Work and Study** is an online and phone support service for young people aged 15—24 years who need support with their work or study. Visit digitalworkandstudy.org.au



What can you see the doctors at headspace Collingwood about?

Pretty much anything you would like to see a doctor for!

Our GPs have a special interest in;

- General and Physical health
- Mental Health and Wellbeing
- Alcohol and other drugs
- Education, employment support
- Preventative Health

Some common issues they deal with are:

- Sexual health issues
- Chronic disease (asthma, diabetes, etc.)
- Pregnancy testing and contraception
- Mental health issues
- Injuries
- Flu or virus
- Immunisations