

## Confidentiality & Privacy

Your privacy is very important to us.

We will not share any of your information without your consent. Any information about you is kept securely and can only be accessed by staff directly involved in your care.

Your time at headspace is about your needs and wants. We are a voluntary service, so we only do what you agree to.

When you register with **headspace** Collingwood you will be asked how you want to receive your appointment reminders and to provide the name of an emergency contact person. This person will be our point of contact if we are concerned about your safety at any time.

The worker you see at **headspace** will ask if you want information about your care shared. You may choose to share information with a family member, friend, other support worker or health professional.

Under the Health Records Act, you are entitled to access your file with us. Please speak to our receptionist if you need to do this. Please note that this process can take up to 30 days.

## Safe Space

Young people formed our site Safe Space guidelines. It is an expectation that everyone on site will follow these **CARE** principles:

- Courtesy:** We will try to be thoughtful in our attitude and behaviour toward each other.
- Access:** We appreciate each other's right to participate and use this space safely (physically, mentally & emotionally).
- Respect:** We will be considerate of the feelings, wishes & rights of others and ourselves.
- Equality:** We will be fair, just and inclusive of all who use this space and value diversity.

## Contact headspace Collingwood

**Phone:** 03 9417 0150  
**Email:** [headspace@collingwoodheadspace.org.au](mailto:headspace@collingwoodheadspace.org.au)  
**Drop in:** Level 1, Victoria Park 16 Lulie St, Abbotsford

OUR SITE IS FULLY WHEELCHAIR ACCESSIBLE!

## Got feedback?

If you have any feedback for us, we would love to hear it! You can tell one of our workers, fill out a feedback form (there will be some in the waiting room) or email us at [headspace@collingwoodheadspace.org.au](mailto:headspace@collingwoodheadspace.org.au)

If it is a complaint, we will do everything we can to fix the issue - you can stay anonymous if you prefer! Information is available at reception or from any staff member.

You are also welcome to contact the Health Services Commissioner on 1800 136 066 (free call).

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

## Youth Health Clinic



 **headspace**  
Collingwood



GPA Accredited Practice



## What is the Youth Health Clinic?

The headspace Collingwood Youth Health Clinic (YHC) is a fully accredited medical service just for young people 12-25. Our staff are experts in youth health, and we have male and female GP's.

Our clinic is Bulk Billed, so there is no cost to you!

You will need to bring your Medicare card—if you don't have one, call us to discuss options!

## Need to make an appointment?

So we can make sure everyone has enough time with the GP, the YHC is appointment based. To make an appointment, give us a call on 9417 0150. While we try to fit in walk-in appointments, this is not always possible!

We are unable to offer home visits, but can organise a telehealth appointment if you are unable to attend our centre.

Our Youth Health Clinic is FREE and CONFIDENTIAL & is staffed by youth-friendly healthcare professionals.

## Youth Health Clinic Services

You can see us for any health concerns you have. Some common things we see young people for include:

- General check ups and treatment
- Vaccinations
- Sexual health (STI checks, contraception, pregnancy)
- Dealing with mental health issues
- Treatment of chronic health conditions
- Care Coordination

## What young people say

*The doctor was friendly and really listened to me and helped me understand my health issue. I learned what things to do to help me feel better!*

*" was really nervous and a bit embarrassed about getting an STI check, but the nurse understood & made me feel at ease. Im so glad I went. Turned out there was a really easy solution to my issue. Wish I had come sooner!"*

## Our Drs in Secondary Schools (DiSS) Sites

Charlies Latrobe P-12 College (The Pavilion)

Footscray High School: Pilgrim, Barkley and Kinnear Campuses

## When are you open?

Mondays	9-5
Tuesdays	9-5
Wednesdays	9-7
Thursdays	9-5
Fridays	9-5



## What if I need a doctor at another time?

You can see your normal doctor, or come and see us at headspace Collingwood. If you need to see a doctor after hours, please call **13 SICK (13 7425)**. This is a bulk billed service (free!) and they can arrange to visit you at home!

## What about test results?

If your doctor orders tests, they will arrange with you how you get the results—either they will give you a call or get you to come in for another appointment.

## Our GP's

Dr Phil Smith

Dr Alison Ryan

Dr Lauren Harrison

Dr Kathryn Cuneen

Dr Balvinder Khaira

Dr Charles Aitken

## Communication Policy

If you need to speak to your GP between appointments, we will take your details and message and pass on to them to get back to you.

We will only interrupt a consultation if the problem is urgent.