

A photograph of a young woman with dark hair tied back, smiling warmly at a reception desk. She is wearing a light-colored top and a lanyard. In front of her is a computer monitor and a microphone. The background is a bright green wall with a framed poster. The poster has the text "wonaŋi tŋl" at the top and some smaller text below. The overall scene is bright and professional.

practice information sheet

headspace Hawthorn & headspace Malvern

About our GP practice

We have youth-friendly doctors at headspace Hawthorn & headspace Malvern who support young people aged 12-25.

opening hours

headspace Hawthorn:

- Dr Yok-Yin Lee - Wednesdays 9:30am-3:30pm
- Dr Mey Wong - Fridays 10am-3pm

Where are we located?

headspace Hawthorn:

Level 1, 360 Burwood Road
Hawthorn, VIC, 3122

headspace Malvern:

1257 High Street,
Malvern, VIC, 3144

What can our doctors help with?

Our doctors can help young people with any health-related issue including:

- Physical health
- Counselling
- General health checks
- Sexual health and contraception
- Gender diverse health
- Women's health
- Men's health

Making an appointment

headspace offers face-to-face, phone and video appointments. To make an appointment, please call your preferred centre or fill out a registration form via the website. Existing clients can book via HotDoc.

- headspace Hawthorn - 03 9006 6500
- headspace Malvern - 03 9006 6550

We will try to work with your preferred time and choice of doctor. If your usual doctor isn't available, you will be given the choice to see another doctor.



Appointment times

If you are new to the centre, your first appointment will be a long, face-to-face appointment. Our doctors take the time to get to know you and hear your story. Existing clients are booked in for a standard consultation, unless a long appointment has been requested.

Appointments for existing clients can be offered via phone, video or in person. If you book via telehealth, we will email or text you a link prior to the appointment. If you are unsure what to book, please see the list below, or speak with one of our reception staff.

Standard consultation:

- One or two uncomplicated issues to discuss
- Repeat prescriptions
- Referrals
- Test results

Long appointments:

- New patients
- If you feel you need more time with the doctor
- Two or more issues to discuss
- Counselling and mental health
- Regular health checks

Doctors try not to be late, but sometimes they may have to deal with complicated medical

problems, interruptions or sudden medical emergencies. We know your time is valuable and we are sorry if we've made you wait or caused you trouble. We suggest when you are booking your appointment, to keep in mind it may run over or the doctor may be delayed.

Translation and communication services

If you need help with translation or communication, please let our receptionist know when you make your appointment.

Urgent appointments & walk ins

headspace Hawthorn & headspace Malvern do not have a GP onsite every day. This means there may not be a GP available if you require an immediate appointment. In this case, you may want to book an appointment at [Access Health & Community](#), our lead agency, or another GP local to you. Please ensure you check the fees as they may differ to headspace.

After hours care

If you need an appointment after-hours, you can call [DoctorDoctor](#) on 13 26 60. This service is available from:

- 6pm to 8am Monday-Friday
- 12pm on Saturday to 8am on Monday
- Public holidays

If you need help right away, call 000.



Reminder system

You will receive a text reminder at least 24 hours before your appointments. If you do not want to receive these reminders, please advise our receptionist.

Our fees

headspace Hawthorn and headspace Malvern are bulk billing clinics. This means your appointments are free with a Medicare card. For more information on how to apply for your own Medicare card, please visit the Services Australia website.

If you don't have a Medicare card, you will pay a fee after your appointment. We will provide a receipt to claim this back on your private health insurance.

Communication, emails and calls

If you have a question for your doctor, the best thing to do is make an appointment or talk to our receptionist, who will take care of the query as soon as possible.

Our receptionist will pass your request onto the doctor when they are next in the clinic. Your doctor will call back as soon as they can. For urgent

problems, tell the person at the front desk how urgent it is or call 000 for an ambulance.

Test results

We recommend booking a follow-up appointment to talk with your doctor about test results. It usually takes 2-3 days to process test results. Most of the time, urgent test results are ready within 24 hours.

Home visits

Home visits are at the discretion of the doctor and can be discussed in your appointment.

Management of your health information

Our practice is committed to keeping your health information private. For more information, please see '[Your Rights & Responsibilities](#)' document and the [Privacy Policy](#), or speak to a member of our team.

Feedback and complaints

Your feedback is important to us and we take all suggestions and complaints seriously. If there is any part of the service that you are not happy with, we would appreciate your comments and/or suggestions. Your doctor, reception team and the centre manager are available to discuss any concerns you may have. If you wish to take your complaint further, please contact the Health Complaints Commissioner on 1300 582 113.