



Privacy: your rights

Why do we collect personal information?

When you come to headspace, clinicians need to ask you some personal questions. This helps us understand you so we can better help you. It can also reduce the number of times you need to tell us your story.

We might also get information about you from other health services.

What happens to information about me?

headspace and Alfred Health work together to provide services at headspace Bentleigh.

Clinicians make a record of your information and care. This information is confidential. You do not have to provide information to clinicians but it does help in your treatment.

Alfred Health is serious about protecting your privacy. Your information will only be used for the purposes it was collected for and will be protected from misuse.

Can I see information about me?

You have the right to know the information recorded about your treatment.

At headspace, we want to work together to record information about your treatment. This might mean clinicians will work with you to create a treatment plan you're happy with.

You can see your medical record by filling in a Freedom of Information application. You can do this any time. This takes time to process and you may need to pay a fee.

Who else can see information about me?

headspace, eheadspace and Alfred Health clinicians involved in your care can see certain information about you. This can include your age, condition, diagnosis, family details and treatment outcomes.

We know that confidentiality is important. There are also times where we may have to share information about you. For example, if you are at risk of significant harm by yourself or others.

Sometimes the courts or police have the legal right to ask for information. If this is the case, we will talk to you about this when possible.

Who do I contact for more information?

headspace Bentleigh (03) 9076 9400

headspace.org.au/Bentleigh

headspace Dandenong 1800 367 968

headspace.org.au/Dandenong

headspace Elsternwick (03) 9076 7500

headspace.org.au/Elsternwick

headspace Frankston (03) 9769 3199

headspace.org.au/Frankston

headspace NarreWarren 1800 367 968

headspace.org.au/Narre-Warren