

confidentiality and 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 created 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: reception@collingwoodheadspace.org.au

Drop in: Victoria Park Level 1/16 Lulie St, Abbotsford

got feedback or complaint?

If you have any feedback for us, we would love to hear it! (the good, the bad and the ugly!)

You can tell reception or email us at reception@collingwoodheadspace.org.au - they will guide you through the process.

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



what is the youth health clinic?

The headspace Collingwood Youth Health Clinic (YHC) is a fully accredited medical service just for young people aged 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?

To 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.

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



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
- Any health needs or concerns

If you need pathology taken, we do that as well!



Opening hours

Mondays 10-6

Tuesdays 10-6

Wednesdays 10-6

Thursdays 10-6

Fridays 10-6

What if I need a doctor outside of our clinic hours?

You can either see a GP at an external GP clinic of your choice or 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 GPs

All our GPs are youth friendly and mental health trained!

To find out more you can call reception.

Communication Policy

If you need to speak to your GP between appointments, we will take your details, a message and pass it on to them. We will only interrupt a consultation if the problem is urgent.