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 Frankston 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.

Other supports

www.eheadspace.org.au
Kids helpline 1800 55 1800 or www.kidshelp.com.au
13SICK (after hours GP)

Crisis (24hrs)

Peninsula Health Mental Health Intake 1300 792 977
Lifeline 13 11 14 www.lifeline.org.au
Suicide Callback Service 1300 659 467

Emergency 000 or 112 (mobile)

Contact headspace Frankston

Phone: 03 9769 6419
Email: headspace@headspacefrankston.org.au
Drop in: 62 Playne Street FRANKSTON VIC 3199

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 clinic@headspacefrankston.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
The first time you come into headspace, we will need you to give us some general info, show some photo ID and complete a survey on an iPad. One of our workers will meet with you and can answer any questions you may have. Come along 15 mins early to give yourself time to complete it.

Important to know:

You will get a text to confirm your appointment 2 days beforehand. We need you to confirm your appointment with us by 5 pm on the day you get your reminder.

Reply to the text or give us a call on 9769 6419.

If we don’t hear from you your appointment will be given to another young person on our waiting list.

If you miss 2 appointments in a row, you or your worker will need to speak with a senior staff member before we can book you in again.

Accessibility

If you require any assistance to access our services, such as an interpreter, please let us know.

All of the services and programs are wheelchair accessible.

Your needs, your choice

We offer a range of youth-friendly services:

- Mental health
- Physical health
- Care coordination
- Vocational support
- Sexual health
- Alcohol and other drugs
- Family & Carer support
- Group programs
- And More

Services & support

The first step to accessing services and support is to meet with an Intake Worker. At your appointment, the Intake Worker will find out what your wants and needs are and then discuss the options most suitable for you. They will help you make a decision about your next steps and answer any questions you may have.

Important to know:

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