

Your Information

What is it used for? where does it go?



..helps us organise your care

What you tell us will help us plan the care that is right for you.

It also helps us to see if your care is working!

Information about your individual care is kept confidential and safe.



..tells us who we are working with

Where do our clients come from? What are your cultural needs? What resources and training do our staff need to effectively work with you?



..informs our service planning

By knowing things like which young people access our service and what issues they need help with, we can improve what we can offer you.

Do we need more services for people with anxiety? Do we need more groups for young men? Are there enough appointments?

Changes we make to our programs are directly related to the info you provide to us.



..reports to our funders

Our funders need to know we are doing the job they are funding us to do.

We put everyone's info together, de-identify it (take out any details such as your name and address that could identify you) and provide it to our funders so they can see who we work with, what services we are providing and how well it is working.



..assists all young people

Our funders also use the info we give them to inform the government what young people need, and where they need it.

It is used for things like identifying places new headspace sites should be opened, and where more money needs to be spent to improve the health of young people.