

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

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headspace Frankston:
Important stuff for you to know



headspace
Frankston





What we do....

headspace Frankston is a youth health service for young people aged 12—25 who live, work or go to school in the Frankston and Mornington Peninsula areas.

We are here to deliver support for young people in the areas of mental health, physical health, drug and alcohol and work and study support.

There are lots of services & programs here that can help. We can link you with the ones which are right for you.

Making an appointment

To make an appointment;

Call us on **9769 6419**

Drop in and talk to our team about your appointment options at **62 Playne St Frankston**

Some of our services can be accessed at our outreach locations with the Mornington Peninsula Shire Youth services at

Your first time at headspace

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 15mins 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 5pm 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.

Please bring your Medicare Card and any Centrelink Concession Cards with you to your appointments if you have them.

To apply for a Medicare card, go to bit.ly/medicarecard.

If you don't have a Medicare card, you can call us to discuss your care options.