



# privacy: your rights

## why do we collect personal information?

When you come to headspace, clinicians need to ask you some personal questions, so we can understand you and help you better. 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.

## can I see information about me?

Yes. 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 at any time. This process takes time 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.



**“at headspace, we want to work together to record information about your treatment.”**



### headspace Bentleigh

973 Nepean Highway, Bentleigh VIC 3204  
Tel 03 9076 9400 Fax 03 9076 9444

### headspace Dandenong

211 Thomas Street, Dandenong VIC 3175  
Tel 1800 367 968 Fax 03 9793 4992

### headspace Elsternwick

319-321 Glen Huntly Road, Elsternwick VIC 3185  
Tel 03 9076 7500 Fax 03 9076 7599

### headspace Frankston

62 Playne Street, Frankston VIC 3199  
Tel 03 9769 6419 Fax 03 9770 5688

### headspace Narre Warren

Suite 1, 66 Victor Crescent, Narre Warren VIC 3805  
Tel 1800 367 968 Fax 03 8738 9888

### headspace Syndal

265 Blackburn Rd, Mount Waverley VIC 3149  
Tel (03) 8552 0800 Fax 8552 0840