

I need help now

If you need immediate help, call:

Kids Helpline

P 1800 55 1800

W kidshelpline.com.au

eHeadspace

P 1800 650 890

W headspace.org.au/eheadspace

Beyond Blue

P 1300 22 4636

W lifeline.org.au

In an emergency, call 000 for police or ambulance.



The IPC Health Mental Health Service is supported by the Victorian Government.

ipcHealth



IPC Health

PO Box 171
Deer Park VIC 3023

ACN 136 685 151
ABN 68 846 923 225

Altona Meadows

330 Queen Street
Altona Meadows 3028

Deer Park

106 Station Road
Deer Park 3023

Hoppers Crossing

117–129 Warringa Cres
Hoppers Crossing 3029

St Albans

1 Andrea Street
St Albans 3021

Sunshine

L1, 499 Ballarat Road
Sunshine 3020

Wyndham Vale

510 Ballan Road
Wyndham Vale 3024

1300 472 432

ipchealth.com.au

ipchealth@ipchealth.com.au

ipchealth.com.au



At every age
and every stage

Well

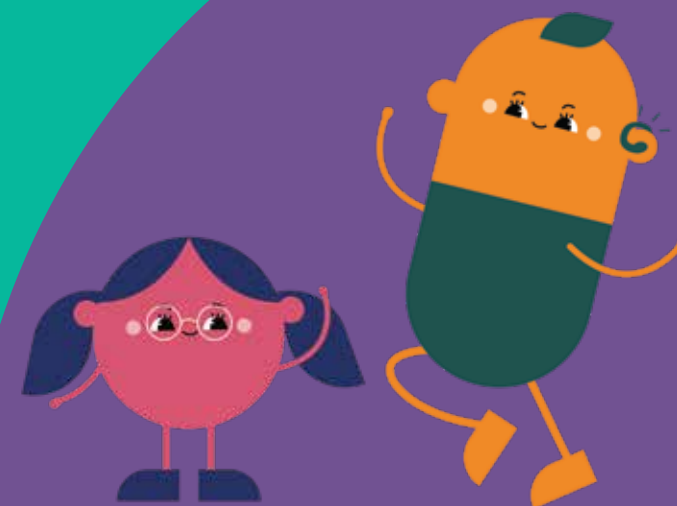
for

Life

ipcHealth



Information just for you



This brochure helps you understand:

- Your rights (what you're allowed to have or do)
- Your responsibilities (what you're expected to do)
- How we keep your information safe
- How to speak up if something isn't right
- How someone can help speak for you if you need support

Your privacy and Information

We keep your personal information safe and private. Only people who are helping with your care can see it.

Sometimes, we might:

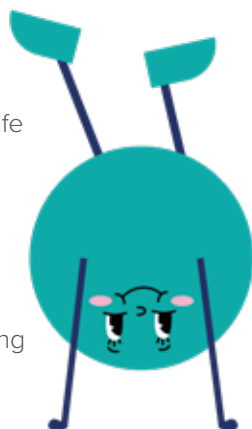
- Take a photo or record your voice to help with your care — but only if you say it's okay.
- Share general information (not your name) to help improve health services.

We will only share your personal information if:

- You say it's okay
- You ask us to
- Someone is in danger
- A child or family might not be safe
- The law says we must

You can:

- Ask to see your health record
- Ask us to fix anything that's wrong
- Say yes or no to treatment



What you can expect from us

We promise to:

- Treat you kindly and with respect
- Give you the best care we can
- Respect your culture, religion, and beliefs
- Help you understand what's happening
- Let you help make decisions about your care
- Keep your information private
- Ask before sharing your information
- Let you say no to treatment or services
- Let you bring someone with you if you want
- Help you find someone to speak up for you (an advocate)
- Listen to your feedback

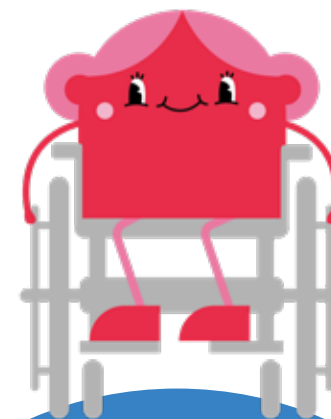
What we expect from you

We ask you to:

- Be on time for your appointments
- Let us know if you can't come
- Be kind and respectful to everyone
- Ask questions if you don't understand
- Tell us what we need to know to help you
- Help keep our spaces safe and clean
- Let us know if your details change

Speaking up and getting help

If you want someone to help speak for you, that person is called an advocate. They can be a friend, a family member, or someone from an advocacy service. We can help you find the right advocate.



Giving Feedback

We want to know what you think - good or bad - so we can do better.

You can:

- Talk to your health worker
- Fill out a form in the waiting room or online
- Email us at ipchealth@ipchealth.com.au

You can also ask someone to help you give feedback.