

# Your rights and responsibilities



It is important that you know what to expect from **headspace** Adelaide, its services, its staff and what your responsibilities are whilst receiving support. We believe it is important to respect your rights. We want to work with you to ensure that you receive all the support you need to achieve your goals.

It is important to us that we know that you understand your rights and responsibilities which is why you are receiving this leaflet. If you have any questions or need any explanations, please speak to someone at **headspace** Adelaide.

## Your rights

- 1) To have your health information treated as confidential by staff at **headspace** Adelaide
- 2) To receive a high quality, professional service which is neither discriminatory nor judgemental
- 3) To make a complaint or provide a compliment about the support and/or treatment you have received here to us or directly to **headspace** National Office
- 4) To have access to interpreters
- 5) To have support provided to you in a culturally sensitive way
- 6) To work with your team at **headspace** Adelaide on goals and care plans that you have contributed and agreed to
- 7) To be involved in shared decision-making on issues that affect your life
- 8) To ask to see or receive services from a different **headspace** Adelaide team member if you are not satisfied or not comfortable with the team member allocated to you
- 9) To receive prompt, meaningful responses to questions or concerns you raise about your support or treatment
- 10) To be treated with respect and dignity at all times
- 11) To access your **headspace** Adelaide health records. Your treating clinician will explain these rights to you and provide you with written privacy information (see over the page)

## Your responsibilities

To be involved in making decisions on issues that affect your life

To respect the privacy, needs and dignity of others accessing or working at **headspace** Adelaide by being courteous and considerate

To keep appointments arranged for you or to contact us if you cannot attend

To follow rules regarding no smoking areas and the prohibition of alcohol and illicit drugs on **headspace** Adelaide premises

To show respect for the people taking care of you and other users of our service

## Feedback

**headspace** Adelaide appreciates all feedback (compliments, complaints and suggestions) about the services and care we provide. The feedback received is used to continually improve the quality of our services. Any information provided will not affect your care. You will be treated with respect and your feedback will be dealt with in a timely manner.

Firstly, speak to a staff member directly involved in your care or ask to speak to the **headspace** Adelaide Manager. You may also forward your feedback in writing to **173 Wakefield Street, Adelaide SA 5000** via the form in this pack or via our website **headspace.org.au/adelaide**; you can find the feedback form under the 'more information' section.

# Privacy Statement



**headspace** collects and uses personal information in order to provide appropriate and integrated care, support and treatment. We recognise your right to have your information used and managed in ways which you would reasonably expect.

We ensure that your information is handled according to all current privacy and information security legislation which set standards for the collection, access, storage and use of the information we obtain as part of our normal operations.

## What information do we collect about you?

**headspace** collects the following personal information about you:

- personal details, such as name, address, age, admission and exit dates
- information provided by other health services
- notes and opinions about your progress
- assessments and reports
- any relevant information you may provide us throughout your time with **headspace**

## Why do we collect that information?

We collect this information so you can access appropriate **headspace** services and be provided with support and assistance as well as for use in research and planning to help **headspace** improve its services. For example, your health care file may be reviewed by **headspace** staff for quality purposes where your information (without identifying you) is used to inform and improve our practice.

We update your information each time we see you or receive information about you. Complete and accurate information is important for **headspace** to be able to provide you with the best possible support, care and/or treatment.

**headspace** staff will only collect information that is necessary for us to provide the best service possible. It is important to advise staff if any of your details have changed so that we can ensure our information is up to date.

## Who else sees your information?

Your information will only be seen by the professionals in this service who are involved with your care and with service improvement. We need your consent to provide your information to other services. We only release information that can identify you if you agree or if we are required by law, such as in a medical emergency, court proceedings, or if there is a serious threat to your health and wellbeing or that of someone else. In terms of research and evaluation, only your demographic and questionnaire details are accessible.

## What happens if you refuse to consent?

You have a say in what happens to your information. You may decide to consent to all or only parts of your information being shared with others involved in your care and who the information can and can't be shared with. Your consent can be withdrawn or modified at any time.

It is important to remember that we rely on the information you give us to help provide the right care for you. If you decide not to share some of your information, it may affect our ability to provide you with the best possible services and support. Talk to us if you wish to change or cancel your consent.

Please note that your information will not be disclosed without your consent unless it is required or allowed by law.

## Can you access your information?

You have a right to request access to your information and to ask for it to be corrected if necessary. Please speak to your service provider if you want to see information that **headspace** has collected about you. They should be able to show you or talk to you about the information, or help you to apply under the Freedom of Information Act 1982 to access your personal information and to have it changed if it is incorrect.

## How will your information be protected?

We are committed to protecting the privacy of your personal information. The privacy of your information is also protected by law. We treat your information in the strictest confidence and store it securely. We take all reasonable steps to protect your information from unauthorised access, interference, loss, misuse, or modification; we destroy, delete or de-identify this information when it is no longer required for the purpose that we collected it.

## What do you need to know as a parent or guardian?

Privacy legislation across Australia safeguards the privacy rights of children and young people. Children have the right to privacy of their health information and to make their own decisions regarding their privacy where they are competent to do so. As a parent or guardian, you do not have automatic access to all health information relating to a child in your care.

In assessing a child's capacity, age is relevant but not necessarily decisive. Privacy laws adopt the common law test referred to as the Gillick Test, which asks the question: does this child have the intelligence and maturity to understand the nature and effect of the proposed decision?

**headspace** considers that a young person under the age of 18 years is capable of giving informed consent when they demonstrate a sufficient understanding and maturity to fully understand what is proposed. **headspace** staff consider the capacity of young people under the age of 18 on an individual basis, safeguarding the privacy rights of young people in our care, particularly when using, disclosing, or providing access to a young person's health information.

**headspace** staff encourage and, when appropriate, assist a young person to talk with and inform their parents/guardians of their attendance at a service whilst recognising that adolescent health care increasingly involves young people's growing autonomy.

A child's consent may be overridden by a court order on the basis of the 'child's best interests'. In this case, **headspace** has a responsibility to share information that is needed to keep the young person or someone else safe and only releasing what is necessary to ensure everyone's safety.