

# Responsibilities

While you have rights as a young person accessing services at headspace, you also have some responsibilities to the people providing the service to you. It is your responsibility to;

- Treat headspace staff, other people using the service, visitors and property with respect and courtesy
- Give headspace at least 12 hours notice if you are unable to attend your appointment
- Present for appointments on time.
- Not present to the service at any time under the influence of drugs or alcohol.
- Respect the privacy of other people accessing the service.
- Inform us of any situation, while at headspace, in which you believe there is a risk to your safety or the safety of others.
- Take responsibility for the results of any decisions which you make.

# Connect



phone: 6164 0680

fax: 6210 5905

email: [info@headspacebunbury.org.au](mailto:info@headspacebunbury.org.au)

[www.facebook.com/headspacebunbury](http://www.facebook.com/headspacebunbury)

[eheadspace.org.au](http://eheadspace.org.au)

If you need extra support in between visits, headspace offers free and confidential online and telephone based mental health support and counselling. just log onto

[eheadspace.org.au](http://eheadspace.org.au).



# Rights & Responsibilities



# Rights



As a young person using the services at headspace you have a number of rights that you may not be aware of. We recognise and uphold your right to:

- A quality of care and service
- To be treated in a professional, respectful, courteous, and caring manner by staff that appreciate individual differences related to race, ethnicity, gender, sexual orientation, religion, personal values, age, disability, and economic status
- Be consulted with and informed about your care, and to ask any questions and be a part of decisions made about your care
- You have a right to access the information kept about you and a right to ask questions about privacy and confidentiality
- Receive a high standard of quality services
- Request to see a different staff member for your sessions
- Have another person of your choice support you or speak on your behalf
- Be heard and have your thoughts, feelings and ideas valued
- Give feedback to the service regarding planning and delivery of service or make a confidential complaint if you are not happy with the services you receive
- Leave the service at any time

# Compliments, complaints or suggestions

You have a right to make a compliment, complaint or suggestion, all of which will be:

- Taken seriously
- Used to review and improve the services provided at headspace
- Dealt with in a professional and timely manner in accordance with the Complaints Policy

Compliments, complaints and suggestions can be

- Entered online via the iPad in reception or on our website
- Written out on a feedback form which can be given to a staff member or be put in the box provided in the waiting area

You have the right to privacy and confidentiality. As detailed in the consent to hold information form, there are certain circumstances in which confidentiality may be broken in line with legal requirements.

# Privacy

Your privacy is important to us, so your personal records are at all times kept in a secure manner and are only accessible to those who are properly authorised to have access to them.



If you have any questions relating to what you have read in this brochure, please just ask one of our friendly staff members.



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