

## Rights and Responsibilities

### Rights

 I understand 

As a young person accessing headspace Coffs Harbour, you have the right to:

- Get care that is safe, respectful and as helpful as possible.
- Be treated fairly, kindly and without judgement.
- Feel welcome, supported and safe while using the service.
- Have your culture, identity, language, beliefs, sexuality, gender, disability, relationships and choices respected.
- Get information in a way that makes sense to you.
- Ask questions and expect honest answers.
- Be told what support is available, what to expect, and whether there are any costs or wait times.
- Be involved in decisions about your care, goals and next steps.
- Choose who you want involved in your care, such as family, friends, carers or other trusted support people, where this is safe and appropriate.
- Have your personal information kept private and safe, except where staff need to share information for safety, legal or duty of care reasons.
- Ask for an interpreter, communication support or other help to understand information.
- Be given clear reasons if headspace Coffs Harbour is not the right service for you, or if another service may be a better fit.
- Be supported with referrals or transitions to other services when needed.
- Give feedback, make a complaint or raise a concern without it changing how you are treated.
- Have your concerns listened to and responded to fairly.
- Share your experience or ideas to help improve the service, if you choose.

### Responsibilities

 I understand 

When you use headspace Coffs Harbour, you are asked to:

- Treat staff, other young people, visitors and the service environment with respect.
- Respect other people's privacy if you see or know them through the service.
- Take part in your appointments and care planning as much as you can.
- Tell staff what is important to you, including your goals, worries, preferences, culture, identity and support needs.
- Ask questions if you do not understand something.
- Tell staff if you need information explained in a different way.
- Let staff know who you do or do not want involved in your care.
- Tell staff if you do not want certain information shared, while understanding there may be times staff must act to keep you or someone else safe.
- Come to appointments on time where possible.
- Let the service know as early as you can if you cannot attend.
- Tell staff if you feel unsafe, uncomfortable, unhappy, misunderstood or worried about your care.
- Let staff know if you are affected by alcohol or other drugs so a safe plan can be made for your appointment.
- Give accurate information where you can, including your contact details, emergency contacts and any important changes in your health or situation.
- Work with staff to keep yourself and others safe.
- Give feedback, suggestions or complaints if you want to help improve the service.

### consent

name (young person):	signature:	date:
name (parent/guardian):	signature:	date:
name (clinician):	signature:	date: