

Privacy and Confidentiality

We keep your information confidential and private. We do not share information about you and your family without asking you unless the law tells us too. We store any information about you in a secure electronic system that only we can access.

For further information, ask for a copy of our consent, rights and responsibilities form, privacy policy and Uniting consumer handbook.

Responsibilities

While you have rights as a young person and as the family and friends of YP accessing support at headspace, you also have some responsibilities to the people providing the support to you and to others coming into our centre for support.

- **Show respect** for the people supporting you and other young people at our centre. Also respect the privacy of others accessing support from headspace Horsham.
- **Attend appointments** arranged for you on time or contact us if you can't attend and give at least 12 hours notice.
- **Advise of changes** to contact details or any other relevant aspects that might affect how we support you.
- **Be actively engaged with us** and let us know what kind support you want and participate in decision making.
- **Support** your young person's in their choices & wishes.
- **Inform our staff** if any issues arise for your young person that may impact on how we support them.

Rights

When young people seek help from our service, an important part of this is understanding their rights. By being informed, young people can be confident in the support they are gaining. The same is for family and friends of young people.

- **Access:** You have a right to access services & your own health records.
- **Feel safe:** You have the right to receive support that is provided in a way that makes you feel safe, not judged or discriminated against.
- **Feel respected:** You have the right to be treated respectfully and with dignity regardless of your age, lifestyle, culture, gender, disability, language, sexual orientation, religion etc.
- **Be involved in decision making:** You have the right to be included in the decisions & choices made about the support you receive and be provided with all of the options available to you.
- **Speak up:** You have the right to provide feedback about the support you receive & to have a response to any concerns you raise.
- **Privacy:** You have a right to privacy and confidentiality of your information you share while gaining support.
- **Request:** You have the right to request a different worker if you're not connecting or feeling comfortable with them. Don't worry you won't hurt anyone's feelings, we understand you don't vibe with everyone.
- **Be heard & taken seriously without judgement:** Your views & opinions are encouraged, welcomed & valued.
- **Be included:** Where we can, we will include you in the young person's care, give you the opportunity to ask questions and share information with us.

