

Your Rights and Your Role

What you can expect from headspace Batemans Bay and headspace Narooma, and what we ask from you in return.

What you can expect from headspace Batemans Bay and headspace Narooma:

- To feel safe, respected and valued, regardless of your gender, race, culture, religion, social background, sexual orientation or ability.
- To receive a high-quality and professional service.
- To receive clear information about our services, in a way you can understand.
- To have an interpreter if you need one.
- To be heard and taken seriously.
- To have your privacy protected and your information kept confidential, unless we are worried about someone's safety or are required by law to share it.
- To know how we use and protect your information, and to see the information we have kept about you.
- To be involved in decisions about you and your care.
- To get help to change services, request another staff member or choose to stop using our services.
- To choose whether students are present during your session and whether you participate in research or surveys.
- To ask questions if you don't understand.
- To share feedback or make a complaint without being treated unfairly or it affecting your support.
- To have complaints responded to promptly, fairly and sensitively.

We take your rights seriously. Our staff are trained to protect your information, respect your privacy and explain confidentiality and its limits.

What we ask of you

- To treat our staff and property with respect.
- To support and uphold headspace Batemans Bay and headspace Narooma's zero tolerance policy towards threats of, or actual, physical violence or verbal abuse towards our staff, volunteers, consumers and their families.
- To give us details about your health—this helps us give you the best care.
- To keep your appointments. If you need to cancel, please allow 24 hours' notice.
- To lead us and work with us in all aspects of your care and work towards the goals you have set.
- To let us know if your contact details change or if you have a concern.

If you have any questions about this handout, or you feel your rights are not being met, please talk to your health worker.