

your rights

headspace Port Lincoln welcomes all young people to receive high quality care and support.

You have the right to;

- **Access:** to healthcare
- **Safety:** safe and high quality care
- **Respect:** shown respect, dignity and consideration

Communication: informed about the services, your treatment options and to seek a second opinion

Participation: be included in decisions and choices about your care

Privacy: privacy and confidentiality of the information you provide us

Comment: to have your say

Connect: to work with someone you connect with



we value your privacy

If you do not want to tell us some, or all of your details on the referral form then you have the right to refuse. Any information you give us is completely voluntary.

Your information is stored securely by Country & Outback Health

Your personal information is confidential and only information relating to your treatment is recorded on your case file.

Information about your situations may be discussed at meetings by qualified health professionals but all personal information is removed to protect your privacy.

You don't have to go it alone, you can bring a friend or family member into your appointment.

It's ALL up to YOU!

how can you help?

- Behaving in a respectful manner towards staff and other clients will help us serve you better
- Be open and honest with staff about your personal and medical history so we can best support you
- Be active in your own treatment and planning
 - Keep appointments or advise us if you cannot attend
- Let us know if you don't understand something, or need extra help
- Let us know if you are not feeling comfortable

If you need someone to talk to urgently please call

ehespace 1800 650 890

[ehheadsace.org.au](https://www.eheadsace.org.au)

Kids Helpline 1800 551 800

[Kidshelpline.com.au](https://www.kidshelpline.com.au)

Lifeline 13 11 14

[lifeline.org.au](https://www.lifeline.org.au)



are you safe?

There are certain situations in which staff may need to talk to someone about you, without your permission.

Staff are legally required to report the following to the relevant authorities:

- Suspected abuse or neglect of young people under 18 years old
- A threat to your life or the life of someone else including the use and/or possession of a firearm
- Missing person/s
- If we become aware you have committed a major crime which hasn't been reported
- Notifiable diseases such as STI's (sexually transmitted infections)

feedback?

We welcome your feedback, good bad or otherwise. You can ask Admin for a feedback form or follow this link.

You can remain anonymous

<http://www.surveymonkey.com/r/W99VGV2>

how to contact us:

headspace Port Lincoln

19 Oxford Terrace
Port Lincoln SA 5606

P: 08 8621 3880 F: 08 8641 4399

E: headspacepl@cobh.org.au

www.headspace.org.au/portlincoln

Facebook: /headspaceportlincoln

Instagram: headspaceportlincoln

privacy...

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headspace would like to acknowledge Aboriginal and Torres Strait Islander peoples as Australia's First People and Traditional Custodians. We value their cultures, identities, and continuing connection to country, waters, kin and community. We pay our respects to Elders past and present and are committed to making a positive contribution to the wellbeing of Aboriginal and Torres Strait Islander young people, by providing services that are welcoming, safe, culturally appropriate and inclusive



headspace is committed to embracing diversity and eliminating all forms of discrimination in the provision of health services. headspace welcomes all people irrespective of ethnicity, lifestyle choice, faith, sexual orientation and gender Identity.



headspace centres and services operate across Australia, in metro, regional and rural areas, supporting young Australians and their families to be mentally healthy and engaged in their communities.



At headspace Port Lincoln, we've got your back



Your rights and responsibilities

headspace National Youth Mental Health Foundation is funded by the Australian Government Department of Health