



What To Expect

Your rights and responsibilities when you attend headspace

My Rights

- Access: I have a right to attend headspace Swan Hill.
- Safety: I have a right to receive support that is high quality and provided in a way that ensures my safety.
- Respect: I have a right to be treated with respect, dignity and consideration.
- Communication: I have a right to receive information about the services and treatment options at headspace Swan Hill in a clear and youth friendly way.
- Participation: I have a right to be included in the decisions and choices made about the support I receive.
- Privacy: I have a right to privacy and confidentiality while receiving support at headspace Swan Hill.

In certain circumstances, if your communication with us raises concerns about your safety or the safety of others, we must work to keep you and/or others safe. If necessary, we may need to pass on your contact information to others who can help protect you and/or others... such as a crisis

response service or the police.

- Comment: I have a right to provide comments and feedback about the support that I receive and to have a response to any concerns I express.
- I have a right to services that focus on the issues that are important to me.

My Responsibilities

- I will attend appointments and I will make every effort to contact headspace if I'm unable to make it.
- I will actively try to co-operate and learn when I'm participating in headspace services.
- I will give all that I can to the process of change and be an active participant.
- I will approach headspace staff with the respect and dignity I would like to receive.
- I will attend appointments when not under the influence of alcohol, drugs or other substances.
- I will maintain the privacy and confidentiality of other people who I might see at headspace.
- I will show respect for the premises and property of headspace.