

headspace Charter of Healthcare Rights & Responsibilities

my rights:

Access



- Services that meet my needs, anywhere in Australia
- Resources and support provided by our appropriate youth-friendly workforce

Safety



- Safe and high-quality services that are based on evidence
- Cultural, psychological and physical safety

Partnership



- Actively participate in making decisions about my care with my support network which could include headspace workforce, my family and friends

Respect



- My personal experiences acknowledged, valued and respected
- My culture, identity, beliefs and choices recognised and respected
- Empower my voice so that I have choice in how my needs are met

Information



- Understand what happens with my personal information
- Understand the benefits and risks of services I receive
- Be supported in understanding information and resources that meet my needs about services, waiting times and my options

Privacy



- My privacy being respected
- Security and confidentiality of my information
- Decide who I share my information with
- Understand what our workforce are legally required to do about confidentiality and their duty of care

Give feedback



- Give open and honest feedback without judgement or impact on access to services
- Give respectful feedback in a way that is easy for me
- My feedback being considered when improving services

My responsibilities

- Talk to us about your health, wellbeing, and support needs
- Let someone know if things change or aren't working, so we can adapt and support you better
- Be kind, considerate, and understanding. We're committed to providing a safe, inclusive, respectful space for all young people, family, and staff, with zero tolerance for abuse, racism, discrimination, or prejudice.
- Responsibility is shared. We all play a role in creating a supportive and understanding environment.



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Speak with a headspace team member for more information, or scan the QR code:

