

# Statement of rights and responsibilities



**headspace School Support is a dedicated suicide postvention service that supports secondary schools to prepare for, respond to and recover from suicide. We are a voluntary service.**

This statement is designed to ensure that individuals and organisations who engage with us are aware of relevant rights and responsibilities and can be confident about them throughout their engagement with us.

## Individuals and organisations who engage with us can expect to:

- Have their rights and responsibilities explained, including mechanisms of complaint and redress.
- Be satisfied that all engagement with **headspace** School Support will occur in a manner that is ethical and transparent.
- Be treated with respect and dignity.
- Receive professional and evidence-informed support and advice, tailored to best meet their needs.
- Understand the evidence base and best practice principles that we work from, and the limits of this evidence base, where they exist.
- Work collaboratively with us.
- Have their privacy and confidentiality respected. For further information, see the Privacy section below.
- Provide feedback (compliments, suggestions and complaints) about **headspace** School Support and have this feedback dealt with fairly and promptly, without compromising their right to support. For further information, see the Feedback section below.
- Contribute to and participate in the development and evaluation of our service.
- Withdraw from and re-engage with **headspace** School Support at any time they wish.

## Individuals and organisations who engage with us have the following responsibilities:

- Provide **headspace** School Support with the information necessary for the provision of appropriate clinical and educative support and advice. Failure to disclose necessary information may impact our ability to provide an appropriate service.
- Make decisions that affect them, and/or their school/organisation where authorised to do so, and be accountable for the consequences of these decisions. Although we provide decision-making advice and support, the final decision and its consequences rests with the decision-maker.
- Ensure that their workplace is a safe and healthy place for our staff. This includes ensuring our staff receive appropriate site inductions and/or information regarding safety and organisational expectations, and notifying us of any incidents/events involving our staff.

## When engaging with individuals and organisations, **headspace** School Support staff expect to:

- Be treated with respect and dignity.
- Work in a safe and healthy environment.
- Withdraw service if their health, wellbeing and/or safety is compromised.

## Feedback

**headspace** School Support values all feedback (compliments, suggestions and complaints) about the services we provide. This feedback is used to continually improve the quality of our service, and ensure that our consumers and service providers are receiving appropriate care and engagement.

You can provide feedback about your service experience in a number of ways:

- In person or via telephone to a **headspace** School Support staff member. For contact details, see the Further Information section below.
- On the **headspace** School Support website through a dedicated feedback section:  
<http://bit.ly/ServiceFeedbackhSS>

All feedback will be dealt with fairly and promptly, in accordance with relevant **headspace** School Support policies and procedures. Any feedback you provide will not compromise your engagement with **headspace** School Support.

## Privacy

**headspace** School Support routinely collects and stores information that is provided to us to ensure that we can provide organisations with appropriate support and advice.

If any personal information is collected, it is managed according to the Australian Privacy Principles, pursuant to the *Privacy Act 1988* (Cth), and relevant state or territory legislation.

We will only use personal information for the purpose for which it was collected unless:

- a. You have consented to its use for another purpose.
- b. You would reasonably expect it to be used for a related purpose (or if the information is sensitive information, for a directly related purpose).
- c. It is permitted or required by law.

We will not disclose this information to any third parties without your consent, unless permitted or required to do so by law. Where appropriate, you will be informed of this process.

Further information  
can also be found on  
the **headspace** School  
Support website:  
[headspace.org.au/schools](http://headspace.org.au/schools)