



What can I do to help? “My Responsibilities”

- Respect yourself, other people and staff when at headspace
- Actively take part in any decision made about your health or treatment
- Attend your appointments and work with us to achieve your goals
- Let us know if you can't make your appointment by calling or emailing us
- Give feedback on the services you receive as we appreciate all suggestions
- Let us know if you aren't feeling comfortable so we can help sort out a complaint you may have about our services
- To not attend appointments under the influence of drugs and/or alcohol



If you need to speak to someone urgently, please call Lifeline on 13 11 14 or Kids Helpline on 1800 55 1800

You can also get help in person at a headspace centre located near you or via our online support service at eheadspace

headspace.org.au/headspace-centres/
headspace.org.au/eheadspace

headspace Castle Hill

Phone: (02) 9393 9800

Fax: (02) 8331 6055

Email:

headspace.castlehill@flourishaustralia.org.au

Address:

253 Old Northern Road, Castle Hill, New South Wales 2154



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Your Rights and Responsibilities



What can I expect? “My Rights”

- Be treated fairly when using services
- Be treated with respect, dignity and receive high quality, professional and non-judgemental service
- Be safe and supported
- Be able to participate and be fully included in decisions that affect my life when using headspace services
- Be supported to make choices about what I want to do and work toward my own goals
- Be able to have equal access about what I want to do and work toward my own goals
- Be able to have equal access to this service regardless of race, gender, culture, sexuality, religion or circumstance
- To have a service that is managed well and access the serviced I need
- To tell people what I think about the services I receive
- My information will not be shared with anyone unless I choose to or in specific circumstances detailed in this brochure
- Be able to have family or friends involved
- Be given clear reasons if I am refused a headspace service or if I am referred to other services
- Continue to access headspace if a complaint I have made is being managed
- Be able to access an interpreter if needed

If you don't understand any part of this brochure or would like to discuss it further, please speak to one of the headspace team members.

What do I need to know?

We won't share your information with anyone else unless it is with your consent, such as sharing information with other support services who are caring for you as well.

There are some situations where your information will be shared if you are:

- At risk of harming yourself or someone else
- At risk of being harmed by others, or
- Have committed a serious crime

In these cases, we will provide only necessary information to appropriate services or support people.

If you have any questions about confidentiality, please speak to a headspace worker.



Information

You can see the information collected about you and you can ask to change any information you believe is wrong. You have the right to refuse to give information or change your mind later on if you wish.

We have a range of services that we offer at headspace. We will discuss these services with you and the information that you would like us to share.

We are federally funded and this makes the service free. We provide the Australian Government with general information that doesn't include your name and date of birth for planning and assessment. Please tell us if you don't want information to be used in this way.

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

Records of your information are kept securely for a period of time, as specified by the 'Health Records and Information Privacy Act 2002'.

If you have any questions about sharing information please speak with us.