



## **your responsibilities**

## **your rights**

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# Your rights:

- To be listened to and have your concerns and issues taken seriously, without judgement.
- To have equal access to the service regardless of the ethnicity, gender, sexual orientation, religion, personal values, race, disability or circumstance.
- You will be involved in decisions that affect you and have a choice in what services you receive.
- The option to bring a support person with you to appointments, if you would like to.
- If you didn't like something about the service provided, please tell us and we'll make it right.
- To seek a second opinion, if you would like to.
- To have your privacy respected.
- To request access to the information we keep about you.

## Other things you need to know:

All services at headspace Geraldton are voluntary.

There are certain situations when staff may need to talk to someone about you without your permission. Staff are legally required to report the following:

- A threat to your life or the life of someone else.
- Suspected abuse or neglect of someone under the age of 18.
- If we become aware you have committed a major crime.

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

# Your responsibilities

- Let us know if you want something explained more.
- Keep any commitments you have made. If you need to cancel, let us know.
- Respect the staff, other young people at the centre and most importantly yourself.
- We need you to tell us if something has made you uncomfortable.
- Participate in decisions and activities that affect you.
- Attend services in a fit state (not under the influence of drugs or alcohol and not if you are feeling unwell or are very sick).
- Provide accurate information about yourself so that we can best meet your needs.



## Your Information

All information collected about you is stored in a secure, web based information management system. Only information relevant to your service is recorded in your case file.

Personal information is confidential.

Information about your situation may be discussed at meetings with other health professionals. This happens to ensure you are receiving the best possible care using the expertise of our clinical team. This only happens with your consent.

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