



Rights and Responsibilities

Young People have the right to comprehensive and integrated mental health care that meets their individual needs and achieves the best possible outcome in terms of their health and wellbeing (Adapted from Standard 6, National Mental Health Standards, 2010)

As outlined in the headspace National Strategic Plan 2009-2011;

- headspace believes all young people are important and deserve the best care possible. Our staff listen to and try to understand the needs of young people who visit our centres so they can help them achieve better health and wellbeing.
- We will work with other mental health and community agencies to improve the lives of young people.
- We will give young people a voice and continually try to influence government and opinion leaders on their behalf, for better mental health services.
- headspace acknowledges the unique place and historical context of Aboriginal and Torres Strait Islander communities within Australia and the need for specific consideration in relation to all functions of the headspace model.

In providing our services we will be:

- **Compassionate:** We are caring, focused and respectful of others
- **Inclusive:** We value a diversity of opinion and background
- **Responsive:** We are agile, flexible and move rapidly
- **Passionate:** We care about what we do and enjoy what we do
- **Leaders:** We are innovative, thought leaders and valued partners

headspace Horsham works within the United Nations Convention of the Rights of the Child (UN Resolution 44/25, 1989) and the Ottawa Charter for Health Promotion (1986). All services are delivered in accordance with relevant Commonwealth, Victorian mental health legislation and related acts and is delivered subject to informed consent. Staff are also required to sign off on a code of conduct during Orientation. Copies of these documents are available for more information.



Young People's Rights and Responsibilities

The rights and responsibilities of young people are upheld by headspace Horsham and are documented, prominently displayed, applied and promoted throughout all phases of care (Adapted from Standard 1, National Mental Health Standards 2010).

headspace Horsham works together with young people to ensure they receive support in a safe and secure environment.

We aim to provide them with a place where they feel physically safe and where their ideas, feelings and emotions are treated with respect.

As part of headspace Horsham people have the right to:

- a high-quality, professional, non-judgemental service regardless of your income, race, gender, sexuality and religion;
- feel safe and supported;
- voice their thoughts, feelings and opinions and have them listened to;
- work together with staff on common, identified goals and care plans;
- be included in making of decisions on issues that affect their life;
- provide feedback to headspace Horsham about the service and their care; and
- ask to see the information we have kept on them.

As part of headspace Horsham, it is the young person's responsibility to:

- treat headspace Horsham staff with respect and dignity and recognise that we are here to help;
- attend their appointments with headspace Horsham staff;
- make every effort to contact headspace Horsham if they are unable to make their appointment; and
- actively participate in development and implementation of their care plan with their headspace Horsham staff.

The rights and responsibilities are displayed in reception and on the website and are given to clients at their first appointment. If at any time, a young person feels like they you are not having their rights met, they are welcome to discuss this with a staff member, put a note in the suggestion box, or make a complaint, as outlined in the Compliments and Complaints Policy and Procedure.



Confidentiality Statement

COLLECTION AND USE OF YOUR PERSONAL INFORMATION

headspace Horsham is required to collect personal information from you so we can contribute to the provision of quality health care.

In doing so, we would like your permission to collect this information and ensure that you understand this information will be collected and stored confidentially.

Confidentiality means your right to expect that the information you give us will be kept private. Knowing that information will be kept private and that you have a right to access this information is important if we are to develop a trusting relationship.

All information we collect about you will be stored in a secure place in accordance with the Health Records and Information Privacy Act 2002 (Vic) and the Privacy Act 2000 (Commonwealth).

The following information about you will be collected and stored:

- Name and contact information
- How you came to headspace Horsham and what happens when you visit and make contact with a headspace Horsham staff member
- Your support plan and progress towards achieving your goals
- Your well-being including mental health, physical health, use of alcohol and other drugs
- Your experiences or history which affect your well-being
- Your employment goals
- Any other information which relates to your care and support

The following people have the right to access information about you:

- Any headspace Horsham staff member who is providing you with support
- Your doctor and the service that referred you to headspace Horsham

The following people may have limited access to information about you:

- headspace Horsham administrative staff
- Medicare and the Medicare Local, for the purposes of billing
- headspace National Office and Grampians Medicare Local for the purposes of collecting data, research and evaluations. Information is de-identified and therefore anonymous
- Anybody else you would like involved in your care and who you have given us permission to share your information with



Disclosure:

There are certain laws which require headspace workers to disclose certain information about you to other parties under certain circumstances. We will need to act and give information to other people if:

- You are at risk of hurting yourself or are at risk of being hurt
- Any child is at risk of being hurt
- Someone in the community is at risk of being hurt
- We are told about a serious crime
- A court orders us to produce the information under a subpoena or other court order

If we need to give information about you to other people, we will only give information that needs to be disclosed and only to those people who need to be told.

We will always tell you when we are giving people your information and explain the reasons why.

You need to be aware that we may still decide to talk to people even when you ask us not to.



Client Consent

CONSENT FOR COLLECTION, USE AND TRANSFER OF INFORMATION

I have read the 'information for the collection and use of my personal information' document and understand why my information must be collected.

I also know headspace Horsham, has a Privacy Policy, which covers the collection, storage, disclosure and security of client information.

The Policy conforms to the Health Records and Information Privacy Act 2002 and all other relevant Government laws and regulations.

I understand that I do not have to give information when asked, but not doing so may limit the range of services available to me.

Consent to transfer information will allow:

- Access to client assessment information only by agreed relevant other services
- This service provider to indicate their involvement to other services
- Case management and care co-ordination meeting discussion for care planning

Agreed relevant other services:

Department of Health and Human Services

General Practitioner and Hospital

Mental Health Services

Counselling or Welfare Support Services eg: Children Protection, Medic

Centacare

The Police

MIND Australia

e Collection of non-identifiable statistical information

Other: _____

Specific Services I do NOT agree to share information with:

- _____
- _____
- _____
- _____



Consent

I agree to:

- The collection and use of my personal information
- The transfer of my information to relevant services in relation to my care and support
- This consent being valid from the date of signing
- I reserve the right to refuse consent for the exchange of information at any time

I have had a Mental Health Care Plan completed by a GP YES NO

Client Details	
Client Name	
Signature	
Date	
If client is under 15 - next of Kin/Carer/Guardian	
Relationship to Client	
Name	
Signature	
Date	
headspace Horsham Worker	
Name	
Position	
Signature	
Date	