



## We support our clients' rights

headspace Victor Harbor supports your right to:

- Refuse treatment or service
- Agree to or refuse the presence of trainee practitioners or students
- Choose to have another person present at your appointment
- Request a transfer to another headspace clinician
- Make complaints and have them investigated
- Have continued access to the services after making a complaint

## Our promise to you

We ensure that you are fully informed about your health and health care options to help you make informed choices. Your confidentiality and privacy is maintained. You are given information about circumstances in which we are legally required to report; such as to protect the health and safety of a young person at risk, or if personal information is subpoenaed by court.

Your prior approval would be obtained to:

- Provide a written report to another professional agency, e.g. a GP or lawyer; or
- Discuss the material with another person, e.g. a parent or employer, or
- If disclosure is otherwise required or authorised by law.

## If you have comments or complaints about headspace Victor Harbor services we will listen

You can:

- Speak directly with your headspace Victor Harbor worker or clinician;
- ask to speak to the clinical team leader or manager at headspace Victor Harbor;
- fill out a feedback form available on the headspace website; or
- contact the Chief Executive Officer at Murray Mallee GP Network Cathy Spanton, on 08 8531 1303

If you are not satisfied with the outcomes above, you can then contact headspace National Office on 03 9027 0100 or email [info@headspace.org.au](mailto:info@headspace.org.au)

If you provide your contact details we will tell you what has been done about your comment or complaint.

We will keep your personal details confidential and will continue to provide you with a high quality service.

### Contact headspace Victor Harbor:

**Street** -10 Crozier Road, Victor Harbor SA 5211

**Mail** - PO Box 1394, Victor Harbor SA 5211

**Tel** - 08 8391 0123      **Fax**- 08 8391 0208

**Email** – [victorharbor@mmgpn.org.au](mailto:victorharbor@mmgpn.org.au)

**Web** - [headspace.org.au/victor harbor](http://headspace.org.au/victor-harbor)

## Please let headspace Victor Harbor staff know if you have any concerns for your safety or privacy

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



# CLIENT RIGHTS what to know and what to expect



# headspace is committed to providing the best possible service to young people

## What is headspace Victor Harbor?

headspace Victor Harbor is a youth-friendly, community-based health service for young people aged 12-25 and their families.

At headspace Victor Harbor young people can receive help for a range of issues; including health, mental health, education, work and drug and alcohol problems.

Our satellite site is staffed by a multidisciplinary team that includes mental health clinicians and allied health professionals with social work, psychology, nursing, and occupational therapy qualifications, who have specific expertise in working with young people.

## At headspace Victor Harbor you'll be treated with respect and receive quality healthcare at all times

This means that you:

- Will be listened to and taken seriously
- Will be fully informed about your health and wellbeing, and your choices for treatment
- Will be spoken to in a clear and respectful manner, and in a language you understand
- Can ask to change the worker you see
- Can say NO to any treatment or advice offered
- Can ask for an interpreter
- Can choose to have someone else present during your appointment

## You will be asked to register as a headspace Victor Harbor Client

headspace Victor Harbor is part of a national data collection system. When you access headspace services for advice and assistance with personal issues, counselling, or for clinical services, you will be asked to fill out a registration form (at first visit) and an online survey may be required (on first and subsequent visits).

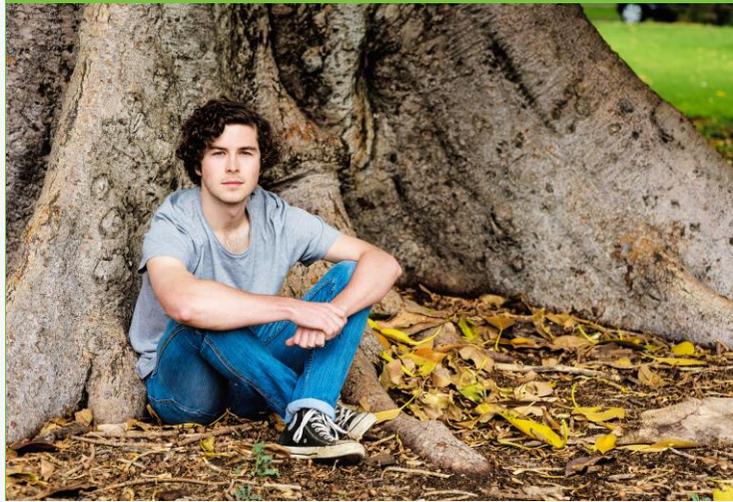
The online information is collected for statistical purposes only via headspace National Office, and will be de-identified to protect your privacy.

The information you provide us is voluntary. If you do not want to tell us some or all of the details on the survey or form, then you do not have to.

headspace Victor Harbor workers are bound by strict confidentiality rules. The reasons why you visit our agency and the services we provide to you are only available to the clinical staff at headspace Victor Harbor and the doctor who may have referred you to our service.

If you see more than one of our youth workers or clinicians on a one-to-one basis, please be aware that all of them may use the same client file. Only workers directly involved with your health care can access your file. Your client file is stored securely and is kept for a minimum of seven years, your records will be kept until you are 25 years old.

We need to record information about you to assist us in providing high quality health services. Please be assured that only relevant information is recorded.



## Acknowledgement

headspace Victor Harbor gratefully acknowledges the financial & other support from Country SA PHN & the Australian Government Department of Health.

## Disclaimer

“While Country SA PHN & the Australian Government Department of Health has contributed to the funding of the material, the information contained in it does not necessarily reflect the views of Country SA PHN, or the Australian Government Department of Health & is not advice that is provided, or information that is endorsed by Country SA PHN or the Australian Government Department of Health. Country SA PHN or the Australian Government Department of Health is not responsible in negligence or otherwise for any injury, loss or damage however arising from the use of or reliance on the information provided herein.”

## How is your personal information managed?

We will not share your personal information unless you have given consent for this to happen, or there be legal obligation to do so.

To assist in the improvement of our service, staff recording practices may be reviewed and assessed from time to time. Your file information may be looked at for this purpose. Reviews do not focus on personal information and your personal information will remain confidential.

You may access you file information either formally, through discussion with headspace Victor Harbor staff, or formally through the Freedom of Information Act. You are entitled to ask that any misleading or incorrect information be corrected.

Unless you tell us otherwise, we will assume that you have agreed to how we handle your personal information as outlined. Please speak to headspace Victor Harbor staff if you have any questions or concerns.