

Everyone who comes to **headspace** has rights and responsibilities

Your Rights

You have the right to be shown respect regardless of your culture, religion, beliefs, values, sexuality, age, gender or ability.

You also have the right to voice your opinion, ask questions and make a complaint, without fear of being subjected to repercussions. At anytime, you can ask someone at the reception desk to give you info on making a complaint we want you to speak up if you feel that you've been unfairly treated here.



Your Responsibilities

When at **headspace** your responsibilities are to respect yourself, other young people and staff.

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

While I'm waiting for my appointment

If you need to talk to someone while you are waiting for your first appointment you might be asked back to see our intake worker. It's a chance to talk about how you're doing.

There are a number of other services you can talk to while you're waiting:

eheadspace 1800 650 890

Beyond Blue 1300 22 4636

Kids Helpline 1800 551800

Life Line 13 11 14

Here are some services who have helpful information for you to look at. Google it!

reachout.com

Black Dog Institute

Smiling Mind

IF IT'S AN EMERGENCY CALL TRIPLE 000



Coming in to headspace?

headspace is a service that provides help with your health and wellbeing. We can help you deal with all sorts of issues, big and small.

Our services include a Youth Worker, counselling, mental health and drug and alcohol support, and assistance with education and vocational options.

All our services are **completely free**.

You will be at the centre of all decision making, we will work together as a team to make sure you get the best support you need.

Want to know more? Call 6424 2144, drop in between 9.30am—4.30pm on Thursdays or visit our website:

headspace.org.au/Devonport



Things You Should Know

Privacy

Your personal and medical information will be kept secure and can only be seen by the professionals in this service involved in your care.

We will not give out any information without talking to you first, or if required by law, such as in a medical emergency or if we become concerned about your safety.

We have a Privacy Policy which you are welcome to access at any time.

Consent & Confidentiality

If you are under 18, there are some situations where you can consent to treatment without parental permission. It depends on a few things like whether you can fully understand the help or treatment you're getting, and what the consequences might be if the help isn't provided. If you want to know more about this, we can give you a copy of our consent policy.

What is that survey I have to do when I turn up?

That's the headspace H.A.P.I survey; it asks for some information about you, such as age, gender and other details, as well as some information about how you're feeling at the moment. Everyone does this survey when they come in and the info helps us evaluate our service — the kinds of issues we're helping people with and whether we are effective. The information stays with headspace .



Involving your family

At **headspace** we believe that your family and friends play an important role in your life, so wherever possible, we encourage you to let them know you've visited headspace, even get them involved.

If you can have your family involved in your health care, it can make a really positive difference.

The amount your family are involved depends on lots of things – including your age, experiences, and importantly your feelings about family involvement.

Getting involved

This is a youth service so we want to have young people involved, this includes giving us feedback, ideas about how things can be done better, and information about the issues affecting young people in our area.

We have the headspace Advisory and Reference Team (hART) which gives us their opinions and ideas. Things they get involved with include:

- community events
- helping develop and be a part of delivering workshops for young people
- attend meetings in the community sector
- build confidence and skills through training

If you are interested in getting involved, ask us today!

