

Young People

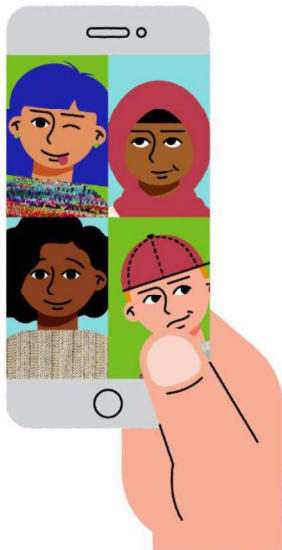
Your Responsibilities

You have the responsibility to:

SHOW RESPECT for the people taking care of you
& other users of our services

BE INVOLVED in making decisions on issues that
affect your life

RESPECT the privacy, needs & dignity of others
accessing or working at headspace Horsham by
being courteous & considerate



KEEP appointments
arranged for you or to
contact us if you can't attend

ADVISE of CHANGES to
contact details, change of
address



Young People

Your Rights

You have the right to:

ACCESS: I have a right to access services & my health records that are important to me

FEEL SAFE: I have a right to receive support that is high quality and provided in a way that ensures my safety which is neither discriminatory nor judgemental

FEEL RESPECTED: I have a right to be treated respectfully, with dignity & consideration.

COMMUNICATED TO: I have a right to receive information about the services and treatment options available at headspace Horsham in a clear & youth-friendly way

DECISION MAKING: I have a right to be included in the decisions & choices made about the support I receive & the issues that affect my life

SPEAK UP: I have a right to provide feedback about the support that I receive & to have a response to any concerns that I express to headspace Horsham or directly to headspace National Office

PRIVACY: I have a right to privacy and confidentiality of the information I share while receiving support at headspace Horsham

REQUEST: Be able to request a different worker if you're not satisfied or comfortable with the team member you have been allocated to

