

## We support clients' rights

headspace Murray Bridge 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 are 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, eg a GP or lawyer; or
- Discuss the material with another person, eg a parent or employer; or
- If disclosure is otherwise required or authorized by law.



## If you have comments or complaints about headspace Murray Bridge services we will listen

You can:

- Speak directly with your headspace Murray Bridge worker or clinician
- ask to speak to the senior clinician or manager at headspace Murray Bridge
- fill out a feedback form available on the headspace website
- contact the Chief Executive Officer at Murray Mallee GP Network Cathy Spanton, on 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 Murray Bridge:

**Street** 3-5 Railway Terrace, Murray Bridge SA 5253

**Mail** PO Box 558, Murray Bridge SA 5253

**Tel** 08 8531 2122      **Fax** 08 8531 2426

**[headspace.org.au](http://headspace.org.au)**

Please let headspace Murray Bridge 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 under the Youth Mental Health Initiative

The logo for headspace Murray Bridge, featuring a stylized white icon of three people in a circle on a green background, followed by the text "headspace" in white and "Murray Bridge" in a smaller white font below it.

**CLIENT RIGHTS: What to know and what to expect**





## What is headspace Murray Bridge?

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

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

Our centre is staffed by a team of multi-disciplinary Allied Health Staff; tele-psychiatrist; a vocational worker; an alcohol and other drug work; and general practitioners who have specific expertise in working with young people.

## At headspace Murray Bridge 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 Murray Bridge Client

headspace Murray Bridge 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 (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 Murray Bridge 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 Murray Bridge and to 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 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 after your last visit. If you are under 18 years old, 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 Murray Bridge 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 this 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 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 is 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 filed 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 your client file information either formally, through discussion with headspace Murray Bridge 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 Murray Bridge staff if you have any questions or concerns.

*This organization adheres to the ombudsman information sharing guidelines. For more information visit: [www.ombudsman.sa.gov.as/isg/](http://www.ombudsman.sa.gov.as/isg/)*