

Young People's Rights and Responsibilities

The rights and responsibilities of young people accessing support at headspace Wonthaggi are:

Rights:

Access: I have a right to access services that are important to me.

Safety: I have a right to receive support that is high quality and provided in a way that ensures my safety.

Respect: I have a right to be treated respectfully, with dignity and consideration.

Communication: I have a right to receive information about the services and treatment options available at **headspace** Wonthaggi in a clear and youth-friendly way.

Participation: I have a right to be included in the decisions and choices made about the support I receive.

I have a right to provide feedback about the support that I receive and to have a response to any concerns that I express.

Privacy: I have a right to privacy and confidentiality of the information I share while receiving support at **headspace** Wonthaggi.

If headspace is seriously worried about your safety or the safety of someone else, they must – by law – try to keep everyone safe. This means they might have to share their concerns with someone else. Talk to your headspace worker about confidentiality to ensure you understand how it works.

Responsibilities:

If I cannot attend an appointment, I will make every effort to contact **headspace**.

I will try to be as proactive as possible in the headspace community.

I will approach **headspace** staff with the respect and dignity I would like to receive.

I will not attend when under the influence of alcohol, drugs or other substances.

I will maintain the privacy and confidentiality of other people who I might see at **headspace**.

I will show respect for the premises and property of **headspace** Wonthaggi.