

## What can you do to help?

There are certain situations in which staff may need to talk to someone about you without your permission.

Staff are legally required to report the following to the relevant authorities:

- Suspected abuse or neglect of people aged under 18
- A threat to your life or the life of someone else including use and/or possession of a firearm
- Missing persons
- If we become aware you have committed a major crime which hasn't been reported

Staff have a duty of care to report risk and safety issues and, where possible, we will endeavour to make any reports with you.

This could mean that information provided to us by you about these issues will be shared with other agencies as required by law.

## What can you do to help?

- Let us know if you don't understand something or need extra help
- Actively take part in any decisions made about your health or treatment
- Keep any commitments you have been involved in making
- Let us know if you aren't feeling comfortable or would like to register a complaint
- Give feedback on the services you are receiving as we appreciate all suggestions
- Let us know if you can't make your appointment by calling 8582 4422

### CONTACT



3 Riverview Drive, Berri SA 5343

P (08) 8582 4422

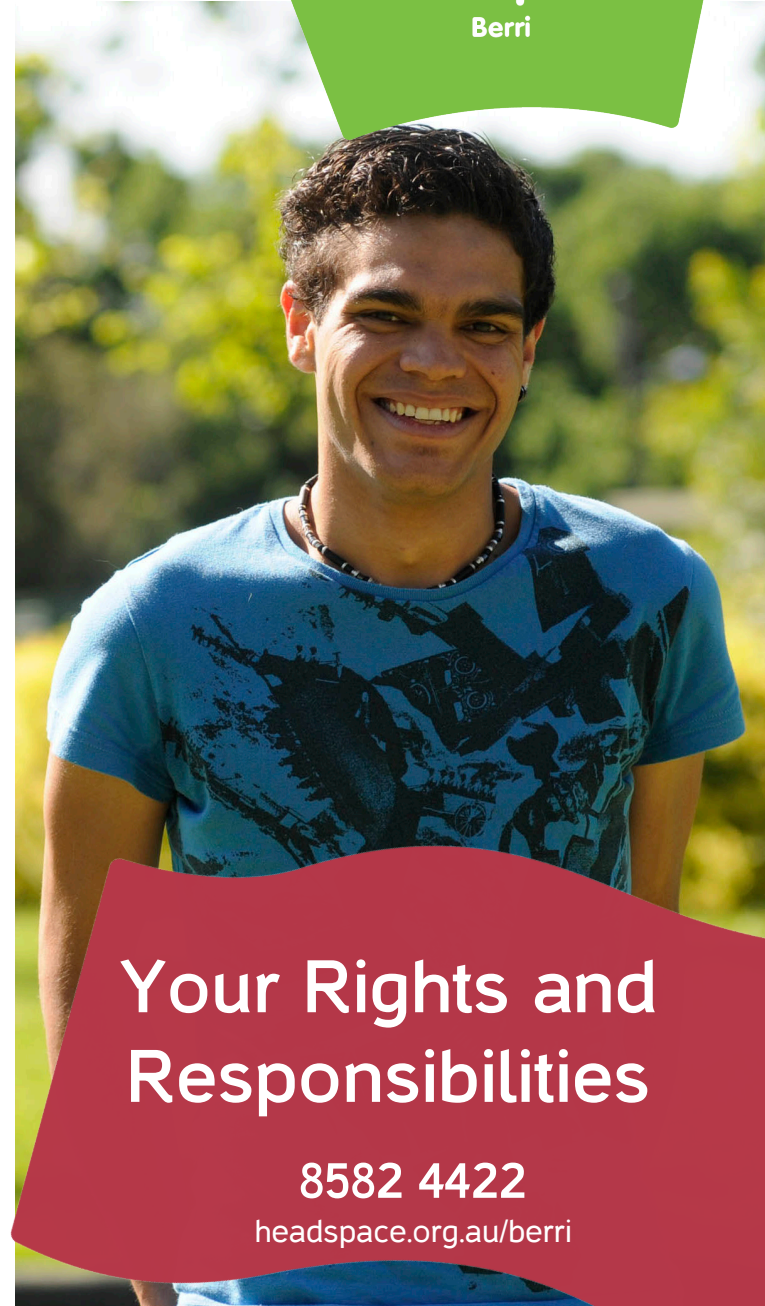
F (08) 8582 3190

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[headspace.org.au/headspace-centres/berri/](http://headspace.org.au/headspace-centres/berri/)



headspace

Berri



## Your Rights and Responsibilities

8582 4422

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

## What can you expect?

- You will be listened to and we will take your concerns and issues seriously, without judgement
- Your privacy will be respected by all staff involved in your care
- If you would like to, you are welcome to seek a second opinion about your treatment
- All clients will have equal access to the service, regardless of race, gender, culture, sexuality, or circumstance
- You will be informed of your rights and responsibilities, given the opportunity to discuss any concerns or complaints, and have them addressed quickly and fairly
- You can choose to bring a support person to your appointments



## What do you need to know?

All information you give to us is voluntary and if you do not want to tell us some, or all of your details, on the registration form then you have a right to refuse.

Information from your registration form is stored securely by FocusOne Health.

Your personal information is confidential and only information relating to your treatment is recorded in your case file.

Statistical information is used for planning and evaluation purposes but all personal information is removed to protect your privacy.

Information about your situation may be discussed at meetings by qualified health professionals but all personal information is removed to protect your privacy.

**If you don't understand any part of this privacy statement, or would like to discuss it further, please speak with one of our staff on 8582 4422.**

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