



‘Just Between Us’

When you see a worker at headspace they will talk to you about confidentiality and what that means for the information you share with us. We will need to ask for your name and where you live, as well as a contact number in case we need to change an appointment time or give you some medical results. We will also write some notes and keep a record of the reasons you have come here. This will be stored and locked away so no one is able to access them. If you would like a copy of your notes you can ask for them at any time.

Sometimes you might need to see more than one worker such as the Doctor and a Social Worker, so some information may be shared between workers so you don't have to tell both people the same stuff again & again. At the same time this means we don't tell things about you to anyone outside the headspace team without your permission except:

- If you or someone else is in serious danger (eg. Suicide, violence, drug overdose, medical emergency, etc.)
- We might need to tell the police about a serious crime you or someone else did.
- If you are reported to the police as a missing person, we will tell the police that you are ok, but we will not tell the police or your family where you are.
- If you are under 18 and tell us that you have been abused by someone, or you tell us about someone who is under 18 and is/ has been abused.

There might be times where you say we can share some of your information with other organizations, for example a specialist doctor or another health practitioner or social worker outside headspace. You might also ask us to talk to other organisations to help you out, example Centrelink, Youth Justice or your school. Sometimes we might ask your permission to get information about you from other organizations you have seen in the past. In all cases your worker will speak with you first before speaking to another service.

