

## CLIENT RIGHTS AND WHAT TO EXPECT

**Young Minder Matter** is committed to providing the best service to young people and their families.

You will be fully informed about your health, wellbeing and treatment options.  
You can leave the service at any time.  
You can say NO to any treatment offered.  
You can choose to have someone else present during your appointments.

Information disclosed to us is **confidential**. This means we will not reveal anything about a young person, or let anyone know they are seeking assistance, unless we have the permission to do so. This may include parents and guardians. However, all reasonable efforts are made to obtain the agreement of the young person to involve parents and/or guardians on an on-going basis.

**Limits to confidentiality.** We have to reveal information if we feel there is a clear danger to the young person or to someone else. Also, if we believe a young person is, or has been subject to neglect, physical, sexual or emotional abuse we are legally bound to report this to the appropriate authorities. We must also report unregistered firearms.

You may access your file information by asking Young Minds Matter directly or through the Freedom of Information Act. You are entitled to ask that any misleading or incorrect information be corrected.

**Young Minds Matter do not provide the following services:**

- Children under the age of 12.
- Sessions that are less than 60 minutes (unless arranged in advance).
- Sessions with more than one clinician (unless arranged in advance, cost may vary).
- Intensive case management that requires liaison with multiple agencies.
- Medical or psychiatric care.
- Medico-legal, Centrelink, learning or formal assessments or reports.
- Family or custody assessments about living arrangements for children.
- Emergency or crisis responses.

If you have any concerns about the service, your safety or privacy please let us know. If you would like to make a formal complaint you are entitled to contact The Australian Counselling Association (Tel: +61 07 3356 4255, [www.theaca.net.au](http://www.theaca.net.au)). A copy of our Child Safe Environments Compliance Statement is also available in the waiting area.

**If anything is unclear please ask for clarification.**