

CLIENT RIGHTS

YOUR RIGHTS AS A CLIENT OF SHINE SA

About SHINE SA

SHINE SA is a sexual health agency that has been providing sexual health services to the South Australian community since 1970. Services include clinics (including those provided at 57 Hyde Street), counselling, community and workforce education programs, library facilities, campaigns, resources and the Sexual Healthline. SHINE SA strives to provide a safe and inclusive service for people who are intersex, gender diverse and of all sexualities.

At SHINE SA you'll be treated with respect and receive quality health care at all times

This means that you:

- will be listened to and taken seriously
- will be given full information about your health, 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, such as a friend, partner, relative or an advocate

Registering as a SHINE SA client

When you access SHINE SA's services for clinic services, counselling, community programs or professional education you will be asked to fill in a registration form.

The information you provide to us is voluntary.

Your details are entered into a computer system. Information about you **will not** be shared with other agencies unless we are required by law to do so; believe that the disclosure is reasonably necessary to prevent a serious threat to the safety or wellbeing of an individual; or unless you give us permission to do so. Unless those safety concerns prevent this, you will be involved in the decision to release information about you.

The person who is registering your details will discuss this with you. All 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 workers at SHINE SA.

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.

If you have any concerns for your safety or privacy, there are options available to hide your name, address and phone number. Please let a SHINE SA worker know if this is the case.

Clinic and counselling clients

If you see more than one of our health workers on a one-to-one basis, please be aware that all of them will use the same client file. Only workers directly involved with your health care can access your file. This includes services provided by private practitioners at any SHINE SA site.

Course and program clients

Only workers directly involved with the course or program can access your file. Your registration form is stored securely and is part of the complete course information record which is kept permanently at State Records. These records cannot be publicly accessed for 100 years.

How is your personal information managed?

We will not share your information unless you have given consent for this to happen; there is a legal obligation to do so; or we believe that the disclosure is reasonably necessary to prevent a serious threat to the safety or wellbeing of an individual.

To assist in the improvement of our service, reviews are conducted regularly. Some reviews assess staff recording practices and 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 or course registration information either informally, through discussion with your SHINE SA worker, or formally, through the *Freedom of Information Act 1991*. You are entitled to ask that any misleading or incorrect information be corrected.

At the time of registration with SHINE SA you will be informed of the limitations that apply to the use of your information and you will have the opportunity to formally consent to this requirement. Please speak to your SHINE SA worker if you have any questions or concerns.

Limitations to confidentiality

SHINE SA is bound by the *Privacy Amendment (Enhancing Privacy Protection) Act 2012*. We are legally required to share personal information if we believe in doing so it will protect the safety and wellbeing of children, young people and adults. SHINE SA may feel it necessary to give this information to another agency (e.g. SAPOL, Mental Health Services). This is a Duty of Care issue rather

than a legal issue and acknowledges SHINE SA's responsibilities in accordance with the SA Government's Information Sharing Guidelines. If a disclosure of information does occur, we would endeavour to inform you and to work with you through this process, unless it is deemed unsafe to do so.

SHINE SA is also subject to other legal requirements including the *Children's Protection Act 1993*. Under this legislation, SHINE SA practitioners are mandated to report situations of child abuse or neglect, for example:

- A young person, 17 years of age, who is having sex with someone who is 13.
- A young person who tells the clinician they are being abused by a family member.

If you have comments or complaints about SHINE SA services we will listen

You can:

- speak directly to your SHINE SA worker
- ask to speak to a Manager
- fill out a feedback form available on the website
- contact SHINE SA's Chief Executive Officer
Tel: 1300 794 584
Toll free: 1800 188 171 (country callers only)

If you give your name and contact details we will tell you what has been done about your comment or complaint. We will keep your personal details confidential. We will continue to provide you with a high quality service.

Alternatively, you can contact The Office of the South Australian Health and Community Services Complaints Commissioner on 8226 8666.

Our pledge of privacy

At SHINE SA we are committed to ensuring the privacy of personal information provided to us. We believe that respect for your privacy is paramount in earning and maintaining your trust.

SHINE SA is bound by the 13 Australian Privacy Principles that form part of the *Privacy Amendment (Enhancing Privacy Protection) Act 2012*.

We have Confidentiality and Privacy policies which are available from SHINE SA.

SHINE SA is a training organisation

We will tell you when a doctor, nurse or health worker is in a clinic for training, or if a student is working with staff. You can choose whether or not to have them present.

We support our clients' rights

SHINE SA 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 health worker
- have access to your own health records
- ask that any misleading or incorrect information be corrected
- make complaints and have them investigated
- have continued access to services after making a complaint

We ensure that:

- you are given full information 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 child sexual abuse, subpoenas or notifiable infectious diseases

SHINE SA has endorsed the *Charter of Rights for Children and Young People in Care*, for children and young people who are subject to the guardianship or custody of the Minister.

CONTACT
SHINE SA

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Clinic & Counselling Appointments and General Enquiries

Tel 1300 794 584

Clinic locations and times are available at www.shinesa.org.au

Sexual Healthline

Tel 1300 883 793 **Country callers (toll free)** 1800 188 171

Talk to a sexual health nurse about any sexual health issue.

Available 9am – 12.30pm, Monday – Friday

National Relay Service

www.relayservice.gov.au

133 677 (TTY/Voice) 1300 555 727 (Speak & Listen) 0423 677 767 (SMS Relay)