



‘JUST BETWEEN US’

When you see a worker at Cornerstone Youth Services 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 reason you have come here. Your files will be scanned into our computer system and the then paper document is shredded. Only authorised staff members can access them e.g. admin, your case manager or doctor. 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, that way you don't have to repeat your circumstances each time you visit. This also means we don't share information about you or your situation to anyone outside the Cornerstone Youth Services team without your express permission, unless:

- If you or someone else is in serious danger (e.g. suicide, violence, drug overdose, medical emergency)
- We might need to inform the police about a serious crime you or someone else was involved in.
- If you are reported missing, 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 e.g. a specialist doctor or another agency better suited to your current situation. You might also ask us to talk to other organizations to help you out, e.g. Centrelink, Youth Justice or your school. Sometimes we might ask your permission to get information about you from other organisations you have seen in the past. Your case worker will speak with you first before speaking to another service on your behalf.