

YOUTH FRIENDLY CONFIDENTIALITY RESOURCES

We keep it zipped - we provide a confidential service for young people

INFORMATION FOR SERVICES

About the Youth Friendly Confidentiality Resources

Poster, pocket-sized resource card and online fact sheet

Research shows that the most significant barrier to accessing health care identified by young people is concern about confidentiality and trust. These Resources are intended to inform young people about confidentiality.

These Resources were developed through extensive consultation with an identified expert group, including young people. The Resources are aligned with the *NSW Youth Health Framework 2017-2014*.

The Youth Friendly Confidentiality Resources consist of:

- a poster
- a pocket-sized card
- an online fact sheet.

The poster and pocket-sized resource card explain confidentiality to young people aged 12 to 24.

The *We keep it zipped* online fact sheet covers:

- confidentiality
- young people's health rights and responsibilities
- how personal health information is kept private
- when young people can make a decision about their own health
- situations where information needs to be shared.

The *We keep it zipped* online fact sheet is available on the NSW Health website: www.health.nsw.gov.au (search for 'Youth Friendly Confidentiality Resources').



DISTRIBUTION INFORMATION

How do I get the Resources?

Copies of the *We keep it zipped* poster and pocket-sized cards are available free of charge.

For NSW Health organisations

Please order the poster and pocket-sized card via your local print manager. The local print manager has access to the Stream Solutions online system and can order all NSW Health resources on your behalf. If you do not know the print manager of your Local Health District or Specialty Network, please email streampmunsw@stream.net.au to obtain the contact details of your local print manager.

For Individuals and non-NSW Health organisations

Please email streampmunsw@stream.net.au with your order and delivery address (street address only). When ordering resources (including the free of charge resources), there is a delivery and handling charge (minimum \$12) and a credit card fee may apply (if paid by credit card).

Distribution of the poster

The *We keep it zipped poster* should be clearly displayed in all public areas, such as in Emergency Department waiting rooms, Outpatient and Community Health waiting rooms. In addition, Privacy Posters may be displayed where appropriate in wards, in corridors, at information points, concierge, at nurse stations, and so on.

Distribution of the *We keep it zipped* pocket-sized card

Facilities that provide health services to young people aged 12 to 24

It is not mandatory for the *We keep it zipped pocket-sized card* to be provided to all patients aged 12 to 24. However, staff members should provide the pocket-sized card to patients (or others acting on a patient's behalf) where appropriate, to assist young people to understand confidentiality issues.

The pocket-sized card will also direct young patients to the *We keep it zipped online fact sheet* for more youth friendly information about the management of their health information.

The pocket-sized card can be made available to patients (and others) in the waiting rooms and consultation rooms in all facilities that provide health services to young people aged 12 to 24 (eg. the Emergency Department, Drug and Alcohol Services, Mental Health Services, General Practice Outpatients and so on).

The Resources can also be used in education sessions with young people.

Important: The Youth Friendly Confidentiality Resources do not replace the Privacy leaflet for patients from NSW Health that must be provided to all patients.

Relevant NSW Health policies available at: <http://www.health.nsw.gov.au/policies/pages/default.aspx>

[NSW Health Privacy Manual for Health Information](#)

[NSW Health Internal Review Guidelines, GL2006_007](#)

[NSW Health Privacy Management Plan PD2015_036](#)

[Information for Accredited Chaplains](#)

[NSW Youth Health Framework 2017-2024 PD2017_019](#)

[Child Wellbeing and Child Protection Policies and Procedures for NSW Health, PD2013_007](#)

Privacy materials available at: <http://www.health.nsw.gov.au/patients/privacy/Pages/default.aspx>

[Privacy Leaflet for Patients](#)

[Privacy Information for Staff](#)

NSW Health website: www.health.nsw.gov.au

