

Youth Friendly Confidentiality Resources

Information for services

About the Youth Friendly Confidentiality Resources

Poster, pocket-sized resource card and online factsheet

Research shows that the most significant barrier to accessing health care identified by young people is their concern about confidentiality and trust. These resources support young people to understand confidentiality.



[The Youth Friendly Confidentiality Resources](#) (*We keep it zipped*) explain confidentiality to young people aged 12 to 24.

The resources were developed through extensive consultation with an identified expert group, including young people. They align with the [NSW Youth Health Framework 2017-2024](#).

Distribution information

Distribution of the poster

The [We keep it zipped poster](#) should be clearly displayed in all relevant public areas, such as in Emergency Department waiting rooms, Outpatient and Community Health waiting rooms. Facilities may choose to display alongside the [NSW Health Privacy Posters](#).

Distribution of the pocket-sized card

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

The [We keep it zipped pocket-sized card](#) should be made available to patients in the waiting rooms and consultation rooms in all facilities that provide health services to young people aged 12 to 24 (such as the emergency department, alcohol and other drugs services, mental health services, or general practice outpatients).

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

The pocket-sized card directs young patients to [youth friendly confidentiality online information](#) including the [We keep it zipped online factsheet](#) and the [NSW Health privacy leaflet for patients](#). The [We keep it zipped online factsheet](#) provides youth friendly information about the management of young patients' health information.

[The Youth Friendly Confidentiality Resources](#) can also be used in education sessions with young people.

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

Relevant NSW Health policies:

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

[NSW Health Privacy Internal Review Guidelines, GL2019_015](#)

[NSW Health Privacy Management Plan, PD2015_036](#)

[NSW Health Your Health Rights and Responsibilities, PD2011_22](#)

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

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

Privacy materials:

[Privacy Leaflet for Patients](#)

[Privacy Leaflet for Staff](#)

Ordering information:

- Refer to '[Youth Friendly Confidentiality resources](#)' on NSW Health website (www.health.nsw.gov.au)
- Or scan the QR Code

