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We keep it Zipped

What is a **confidential** service for young people

We keep it zipped – what does this mean?

This information card is for young people 12 to 24 years. It explains that anybody who looks after your health has to keep information about you private. This card only gives you information about how things work in health services.

Confidentiality

Confidentiality is the protection of personal information. It means that the information shared between you and your healthcare team (for example, doctor, nurse or other specialist) is kept safe. Your health care team is careful to manage your health information so that your privacy is protected. Sometimes health workers need to share information outside of the health service.

exceptions to confidentiality

There are some situations where we might need to talk to other people. For example:

- **If we are concerned that you might harm yourself or someone else**
- **If we feel that you are being harmed or at risk of being harmed by someone else or we have any concerns about your safety, or wellbeing**

In any of these situations we have to make sure that you were safe.

for more information

about confidentiality and your health rights and responsibilities:

- **Talk to your healthcare team**
- **Visit “Your Rights – Youth”.**

This poster was designed by young people to help young people understand their rights when accessing health services:



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