

Required



### **Service Support Agreement**

The following agreement outlines how Shine and you will work together

1. Shine recognises you as an expert by experience of your mental health. We offer mental health supports to you based on your identified and agreed mental health recovery goals and needs. Shine supports are informed by best practice.
2. Support offered by Shine is a collaborative process with the goal of fostering self-efficacy, independence and transition from Shine mental health supports to identified local community supports.
3. Boundaries will be respected by both parties under the support agreement through the maintenance of a professional relationship.
4. Information that you share during your time in Shine are confidential, as far as is safe and legal to do so. Please refer to the ***Shine Confidentiality Clause*** or ask a staff member for further information around confidentiality.
5. As part of Shine staff professional practice, staff members are required to carry out continuing professional development and to engage in regular on-going supervision. On occasion staff may discuss elements of your journey as part of their supervision with their line manager or with Shine colleagues. This is to ensure safe, effective and professional service to you.
6. Notes may be taken during and after each session, which will be kept in accordance with Data Protection Acts 1988 and 2003 and EU regulations and the General Data Protection Regulations (GDPR) 2016. These notes will be securely stored and are property of Shine. Shine does not share notes unless required under law. You have the right to inspect your records. Please refer to ***Shine Data Protection Declaration*** for more information.

7. Individual meetings will be by appointment and group sessions are scheduled and communicated in advance. Disruption will occur only in cases of unforeseen event or emergency such as fire or other serious incidents.
8. If you cannot attend a meeting or group for any reason, please ring us as soon as possible. We will try to re-arrange a more suitable appointment.
9. Shine will tell you of any staff holidays and service closures well in advance. However, there may occasional disruption due to staff illness, trainings or meetings. Shine will try to give you as much notice as possible of any cancellation, and will offer an alternative time. Therefore, please notify any change in contact details.
10. If at any point there is any issue working together, please know that you can bring it up to a staff member at any point. In the event that you are still unhappy with the service you receive, you can speak with the Centre coordinator or contact Shine's Complaints Officer on 086 8525753.

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### **Data Protection Declaration**

I have been given information on and understand my rights under Data Protection legislation and regulations.

I consent to Shine recording and retaining the information I have given them on the basis that the information will be stored and disclosed in accordance with the Data Protection Acts 1988 and 2003 and EU regulations and for the reasons listed below.

- *To provide me with support and follow-on services as per my consent.*
- *Maintaining records necessary to allow Shine to respond to my request for support.*
- *To correspond with me through the agreed means*
- *To correspond with others with my knowledge and consent, regarding my rights or needs.*

I understand that this information will not be disclosed to any other party apart without my signed agreement except in incidences where there is concern that another or I is potentially at risk or where the law requires it.

I understand that if I am not willing to provide certain personal information Shine may not be able to provide me with a service.

I understand that Shine services uses anonymised information and data to evaluate and generate reports.

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### Confidentiality Clause

Our work together is confidential, as far as is safe and legal to do so.

- The information you share is confidential between you and Shine. Information shared within the Shine organisation is on a need-to-know basis.
- Any contact with external services on your behalf is with your consent. See **Shine Consent to Share Information Form**

In exceptional circumstances, if I am concerned about your safety, the safety of someone else or aware of illegal activity, I will be professionally obliged to break confidentiality.

These circumstances include:

- Actions that may result in harm to yourself or others.
- Information related to harm or abuse of a child under the age of 18. This also includes an adult who is disclosing past childhood abuse.
- Information related to harm or abuse of a vulnerable person. This also includes past disclosure of harm.
- If we are obliged to do so by law enforcement officer or by the court. (if required to do so by law)

When possible, I will discuss the necessary procedures and intended actions with you beforehand. However, if I believe the risk is immediate, I will act without prior discussion.