

Know your rights and responsibilities



Children's Health Queensland (CHQ) wants to provide children, young people and families with the highest level of care and attention while they are accessing services.

As a consumer of CHQ you have the right to be treated according to the seven principles outlined in the Australian Charter of Healthcare Rights (www.safetyandquality.gov.au/national-priorities/charter-of-healthcare-rights). These are:

Access
Safety
Respect
Partnership
Information
Privacy
Give feedback

At Children's Health Queensland, we ensure your access to these rights through our organisational values and through an unwavering commitment to family-centred care. In summary you have the right:

- To be treated with respect and dignity regardless of age, race, gender, culture or beliefs.
- To be directly involved in planning and decisions about you and/or your child's treatment.
- To have your privacy respected and to have all identifying information kept confidential if that is your wish.

- To have your ethnic, cultural and religious practices and beliefs supported and respected.
- To be advised of your rights as a consumer in a language you understand.
- To be treated with compassion and skill by appropriately qualified staff in a timely manner.
- To know the names, positions, qualifications and experience of your care providers.
- To receive accurate, relevant and current information about you and/or your child's condition and treatment.
- To have your consent obtained before going ahead with treatment except in emergency situations.
- To involve an advocate of your choice if you wish.
- To have access to an interpreter if required.
- To seek clarification on your child's treatment and further opinions if you choose – you should always feel welcome to ask questions. For more information see the [Do you have questions about your child's care fact sheet](#).
- To give feedback, whether positive or negative, and receive a thoughtful response.

The care and treatment provided by Children's Health Queensland staff reflects our values. In the principle of partnership, you also have the responsibility to:

- Treat staff and other patients and families with dignity, courtesy and respect.
- Behave in a manner that is not aggressive or abusive.



- Share accurate and truthful information about you and/or your child's health.
- Let us know if your personal information (including contact details) or health condition changes.
- Attend appointments as scheduled or advise us if you cannot.
- Alert us if you are having difficulty understanding information about you and/or your child's healthcare.
- Follow the advice and instructions for you and/or your child's agreed treatment plan and let us know if there are problems.
- Acknowledge the effects of your lifestyle choices on you and your child's health.
- Note that you are welcome to photograph and video your own child. Please do not capture images of staff, other children or their family members, without permission.
- Respect the privacy of others and keep in confidence information gained about them through informal conversations.
- Honour the No Smoking policy and other hospital policies (such as health and safety guidelines) as applicable.

We welcome feedback from families and are committed to working with you to improve the care and services we provide. You can provide feedback (both positive and negative) by:

- Speaking directly to the staff member who is caring for your child.

- Asking a staff member for a 'tell us how we are doing' feedback form. You can also download one from our website www.childrens.health.qld.gov.au/chq/get-involved/feedback or complete it online.
- Contacting the Patient Experience Improvement team by calling **3068 1120** or emailing CHQ_PatientExperience@health.qld.gov.au.

Indigenous Hospital Liaison Service

Indigenous hospital liaison officers are available to provide assistance and support to Aboriginal and Torres Strait Islander patients and their families Monday to Friday, 8am-4.30pm. You can ask hospital staff if you would like to access this service or call a liaison officer on **0411 654 079**.



Do you need an interpreter?

Health care interpreters are available if you have difficulties with English, or someone in your family is deaf or hearing impaired. You can visit the Interpreter Services Co-ordinator in the Family Resource Centre on Level 2 between 8am and 4pm or call them on **07 3068 3365**. An after-hours service is also available. Our staff can also contact the Interpreter Service Co-ordinator for you.



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