

Kaleidoscope is committed to providing the best possible care for your child, or a child in your care, including respecting and maintaining their dignity, safety, cultural needs, developmental needs, rights and values.

We know that families play a vital role in supporting children and young people receiving healthcare and our staff work together with parents and families to achieve this.

As a consumer of a Kaleidoscope service, we encourage you to ask questions so that you can understand your **Rights and Responsibilities**.

If at any time you have any concerns regarding your child's care, you can, and are encouraged to, discuss your concerns with a member of your child's health care team.

A couple of things to remember when your child is in hospital:

- If you are not the child's biological parents or you do not have "parental responsibility" rights, you need to let us know and advise us who has the authority to consent to medical procedures;
- Just as staff respect the privacy of your family, we ask that you also respect the privacy of other families at the hospital;
- It is also very important that you provide care for your child only. If

another child needs assistance, please call a member of the nursing staff to assist them;

- We understand that all families are different – please let us know of any special needs your family has, so that we can try to meet them.

Your Rights

What children and their care givers can expect:

- To receive safe and appropriate health care in an environment that respects your dignity, values, cultural needs, privacy and developmental needs.
- To feel secure;
- To receive a clear and age appropriate explanation about services provided, procedures performed or treatments undertaken.
- To be given the opportunity to freely express your views, ask questions and receive answers.
- To have all aspects of care dealt with privately and confidentially.
- To be consulted with and informed of all health care decisions.
- To be asked for consent before any health and nursing care commences. *(In an emergency, we may need to*

take action before you are consulted.)

- Kaleidoscope staff have an overriding responsibility as mandatory reporters to notify children considered to be at risk of significant harm. This will usually be done with parents' or carers' knowledge unless there are concerns that this may pose safety risks to your child or other people.

Your Responsibilities

We understand that having a child who requires health care treatment can be stressful, however, in providing health services to the Hunter community, Kaleidoscope expects that all staff will be treated with respect.

Threatening behaviour and bad language will not be tolerated.

What we expect of children and their care givers:

While receiving care from a Kaleidoscope service, you will be expected to:

- Behave in a reasonable and responsible manner near children or Kaleidoscope staff attending to your child. This includes not smoking on HNE Health premises.
- Respect the privacy of other patients and their families using the same

facilities and support their health and nursing care plans.

- Follow an agreed plan of health care and advise if any alternative therapies are being used or practitioners consulted.
- Observe local rules and adhere to policies and procedures as explained.
- Keep appointments as arranged and notify us if you are unable to attend.
- Ensure that Kaleidoscope is advised when contact details change.

Smoke-free environment

- All clients, patients and visitors are to comply with the NSW Health Smoke-free Workplace Policy, by not smoking in any of the health service's buildings, grounds or vehicles.
- Quit smoking information and counselling support is available from health service staff.

Feedback

We welcome your feedback, whether it is a compliment or a complaint.

All feedback is viewed as an opportunity to improve our services.

To lodge a complaint or give a compliment, please contact the staff or manager of the service or facility concerned. Alternatively, contact:

Chief Executive
Hunter New England Health
Locked Bag 1
New Lambton NSW 2305
Fax: (02) 4921 4939
Phone: (toll free) 1800 605 172

If you are dissatisfied with the way Hunter New England Health has managed your complaint you can contact the **Health Care Complaints Commission**, which is independent of the health service, at:

Locked Bag 18
Strawberry Hills NSW 2012
Ph: (02) 1800 043 159

For further information about the Australian Charter of Healthcare Rights, please visit www.safetyandquality.gov.au

www.kaleidoscope.org.au
Communication Unit
Last Updated: February 2009

Your Rights & Responsibilities