

Your rights and responsibilities



At The Children's Hospital at Westmead, we are committed to family-centred care. An important part of this philosophy is to support the rights and responsibilities of patients, their families and staff.

What you can expect of us

We will:

- Introduce ourselves to you and your child and tell you what we do
- Give your child safe and high quality health care
- Give you and your child care that meets your individual, cultural and social needs
- Include you as an important part of your child's health care team
- Give you clear, understandable information about your child's care
- Answer any questions you have about your child's care
- Listen to your views about your child's care
- Respect the privacy and confidentiality of your child and your family
- Ensure that you have a say in decisions about your child's treatment

What we expect of you

We expect you will:

- Let us know of any special needs your family has, so that we can try to meet them
- Ask questions if there's anything you don't understand
- Attend appointments, or tell us in advance if you cannot
- Follow the instructions for your child's treatment, or discuss with us if you are not able to
- Help us identify where we can improve our services to you

Making The Children's Hospital at Westmead a safe and supportive place

We want The Children's Hospital at Westmead to be a safe and supportive environment, so we ask everyone (staff, families, patients and visitors) to:

- Treat others with the utmost care, consideration, courtesy and respect
- Respect the Hospital's policy on smoking and alcohol use
- Behave in a manner that is not aggressive or offensive
- Take care of personal property and respect Hospital property

Physical or verbal abuse of staff, patients, family members or visitors will not be tolerated. If necessary, Hospital security will be called.

We encourage you to voice any concerns you have about the care your child and family are receiving at The Children's Hospital at Westmead. In the first instance, please speak with a member of your child's health care team or the nursing unit manager of your ward. If you're not satisfied, you can contact the Patients' Friend on 9845 3442.



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COLLABORATION

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OPENNESS

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RESPECT

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EMPOWERMENT