

YOUR RIGHTS AS A CLIENT OF KARITANE

- To feel welcomed by all staff.
- To be introduced to staff members and to be shown staff identification cards.
- To be listened to.
- To be treated with respect, consideration, and dignity.
- To have your personal and cultural beliefs and practices respected.
- To assistance without discrimination on any basis.
- To refuse to have health profession students participate in your care.
- To decide who will be present when you receive health care.
- To have issues relating to you and your child discussed with you, in words you can understand.
- To take part in developing your care plan.
- To make decisions about yours or your child's health care.
- To question advice or treatment.
- To request an appointment to read and discuss your health care file in the presence of a health care worker and to have your comments recorded.
- To have a free and confidential interpreter service.
- To refuse any assessment or treatment offered by the service.
- To have research fully explained, and be provided with written information.
- To refuse to take part in research.
- To have information provided about any costs you may incur at Karitane.
- To have you and your child's information kept confidential. Karitane staff are bound by a duty of confidentiality and do not discuss/disclose information about you or your child, except:
 - ◆ With your verbal and/or written consent (e.g. verbal consent may be obtained over the telephone).
 - ◆ In cases where a child is considered to be at risk of harm. In these cases staff are legally required to contact the relevant service (e.g. Department of Community Services).
 - ◆ Where there is serious concern for the safety of a person.
 - ◆ As required by law.

Complaints or complaints. These can be made directly to any staff member, by telephone or in writing to the Site Manager or the Chief Executive Officer (CEO). Address all correspondence to: The CEO, Karitane, P.O. Box 241, Villawood NSW 2163, Telephone: (02) 9794 2300. If you are unsatisfied with the outcome of your complaint, you can contact the NSW Health Care Commission, Locked Bag 18, Strawberry Hill, Sydney, 2012, Telephone (02) 9219 7444.

YOUR RESPONSIBILITIES AS A CLIENT OF KARITANE

- Informing the staff if you are not going to be available for your appointment/admission.
- Informing the staff if you or your child are unwell at the time of your appointment/admission.
- Informing staff if you have changed your address or telephone number and providing new contact details.
- Answering questions about yours and your child's health frankly and honestly.
- Advising staff of any medication/herbal remedies you or your child are taking.
- Letting the staff know if you or your baby are also receiving treatment from another health professional.
- Informing staff of anything that may impact on the care of you or your child.
- The decisions that you make.
- Asking questions about your management/treatment.
- Following the management/care plan you have agreed to.
- Advising your health worker if you decide not to continue with the management/care plan.
- Taking responsibility for your family's care.
- Treat staff and other clients with courtesy and respect. Intimidating, threatening, abusive or violent behaviour by any person will not be tolerated.
- Advising staff if you are unhappy about the way you are being treated.

