



Your rights & 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. Young people have special rights while they are in Hospital.

Rights are things that you deserve and can expect.

Your rights as a young person are:

- To receive high quality care
- That you are safe
- To have someone you love with you when possible
- To have a say in decisions about your care
- To have your views taken into account and if they can't, to be told why
- To be given full information about your condition and treatment in a way that you can understand
- To ask questions and be given answers you understand
- To have your privacy respected
- To be able to do things you enjoy when possible, even if you have to stay in bed
- That people are honest with you
- That people caring for you understand your needs and try to meet them
- That you are respected as a person with rights of your own
- That your best interests and wellbeing are always the most important things

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

Everyone looking after you must protect and respect your rights and those of your family. If there is something you're not happy about, or you think we could do better, we want you to tell us!

Talk to any of the staff looking after you and if you're still not happy you can call the Patient's Friend on 02 9845 3535 or 53535 from the phone beside your bed.