

We welcome your comments or suggestions, and want to hear your concerns. You can contact the Unit Manager, Nursing in the area, the Consumer Liaison Officer (telephone 9345 5676), or write to the **Consumer Liaison Officer, Royal Children's Hospital, Flemington Road, Parkville 3052.**

## Definition

Consumers in the context of this charter are infants, children and young people and their families/carers who use, or are potential users, of the paediatric services of the Royal Children's Hospital. The rights and interests of infants, children and young people are of paramount importance to the staff of the Royal Children's Hospital. Collaboration with families/carers will be seen in this context.

The consumer rights and responsibilities can be exercised on behalf of infants, children and young people by their parents or legal guardian unless they have been restricted by legal action. The parent or legal guardian generally makes decisions about consent to treatment for infants and children under the age of 14 years. Young people over the age of 14 years may seek treatment and give consent on their own behalf or make decisions jointly with their parents or legal guardian.

## References

Australian Council on Healthcare Standards., 1998, EQulP Guidelines for Hospital-Based Child and Adolescent Care.

Australian Council on Healthcare Standards., August, 1998, EQulP Guide.

Health and Community Services., undated, Putting Patients First. Public Hospitals: What do they offer you?, Victoria.

Department of Human Services Victoria, June 1998, Information Privacy Principles



Royal Children's Hospital

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## Consumer *RIGHTS*

### Choice and Participation

- To choose to be treated as a public or private patient.
- To participate in decisions about admission and discharge.
- To negotiate the level of care provided by parents/carers.
- To participate in decisions about all aspects of care and treatment.
- To request specific treatments.
- To refuse or reject treatment, or to have treatment discontinued, and accept the consequences of those decisions. Consent may be withdrawn at any time.
- To request a second opinion.
- To request a change of health care provider.
- To choose not to participate in the training of health care providers or in research.

### Quality

- To be treated with respect, dignity and consideration for privacy.
- To receive health care which is of high quality and meets the developmental, psychosocial and physical needs of infants, children and young people.
- To receive coordinated health care that is guided by family centred care principles
- To receive health care that respects diverse cultural, religious and social needs.
- To provide feedback about experiences of care and offer suggestions for how care and services can be improved.
- To have the opportunity to commend staff.
- To make a complaint without fear of discrimination and to be informed of progress and resolution.
- To engage the help of a family member, friend or advocate when making a complaint.

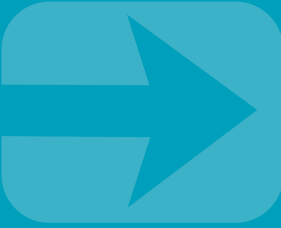
## Consumer *RESPONSIBILITIES*

### Choice and Participation

- To follow the plan of care that has been agreed upon and renegotiate where necessary.
- To accept the consequences of accepting or rejecting treatment or advice.
- To participate in decision making and to provide emotional support to their child.
- To negotiate decisions about admission and discharge.

### Quality

- To treat others with respect and dignity.
- To respect the privacy of others.
- To give feedback to a health care provider if pleased or unhappy with care and/or service.
- To seek information about the progress and outcome of a complaint.



ROYAL CHILDREN'S HOSPITAL

CONSUMER RIGHTS

for children, young people and their families

# Consumer *RIGHTS*



## Access

- To have access to the full range of health services and health care options.
- To receive treatment on the basis of clinical need.
- To be made aware of changes to appointments/admission times as early as possible.
- To have access to developmentally appropriate education, play and recreational facilities and activities.
- To have access to parents/carers at all times, unless clinically advised or legally determined.



## Environment

- To use an environment that is freely accessible, safe, clean, secure and sensitive to the diverse needs of infants, children and young people and their parents/carers.
- To have access to accommodation and facilities for parents/carers that enables them to support their child.



## Information

- To be provided with information about the full range of health services and health care options.
- To receive information about all aspects of care and treatment in a language and format that can be understood.
- To have information prior to treatment about the likely costs including any 'out of pocket' expenses.
- To be informed of the name, position and role of the main health care providers, and best way to contact members of the health care team.
- To be provided with information about relevant consumer support and advocacy groups.
- To be provided with information about the availability of a range of home and community services.
- To have all personal information kept in a secure and confidential manner.
- To be informed as to why personal information is collected, how it will be used and who will have access to it.
- To be informed of the rights of and methods for accessing personal information.

# Consumer *RESPONSIBILITIES*



## Access

- To seek information about the range of services that are available.
- To pay any costs incurred or to negotiate with the hospital should there be any financial difficulties that prevent/delay payment.
- To keep appointments or let the hospital know if the appointment/admission cannot be kept.



## Environment

- To treat the amenities and facilities with respect.
- To report to hospital staff any unsafe and inaccessible aspects of the environment.



## Information

- To provide ongoing information that will assist health care providers to plan, deliver and review care.
- To seek clarification of information.
- To provide written information/notification regarding any custody issues, visitation rights, and limitations on involvement in decision making.
- To provide current and accurate personal information.

### The Basis of the Consumer Charter

The basis of the charter is the belief that consumers have rights and responsibilities in the health care system that should be upheld and promoted by the Royal Children's Hospital and its staff.