

Family Rights and Responsibilities Charter



Your Rights	What you can expect from us	What we ask of you
Access	We will make our services as easy to access as possible. We will prioritise access for those in greatest need.	That you attend any appointments in a timely manner. That you let us know if you no longer wish to access our services.
Safety	Our staff are qualified to deliver the care that you and your family need, within the defined scope of our services. We will be accredited to provide this care. We will regularly audit our clinical and safety practices, and be focused on continually improving them.	That you and your family provide us with up to date information about your health, particularly prior to admission to the Very Special Kids Hospice. That parents/carers provide the medications required by their child when staying at the Very Special Kids Hospice or attending day activities.
Respect	We will treat you and your family with respect, dignity and compassion at all times, regardless of your age, lifestyle, cultural or religious background.	That you and your family treat staff, volunteers and other families in a considerate and responsible manner. Aggression in any form will not be tolerated at VSK
Communication	We will provide information in a clear and understandable manner to enable your family to make decisions about the care we provide, taking into account age and level of understanding. Communication methods will include: <ul style="list-style-type: none"> • One to one discussions • Play, art and music activities • Written materials and pictures such as communication devices • Digital media We will talk with you and your family about other services in the community that may also be able to help with your family's needs. We will provide you and your family with information about how well we are meeting our objectives.	That you and your family ask for more information or an explanation if there is anything you don't understand. That you and your family provide accurate and complete information so that we can provide the most appropriate level of support and services.
Participation	We will discuss and regularly review with you and your family how you want to be involved in making decisions about your care We will welcome the involvement of your families, friends and advocates. We will obtain your consent prior to providing care.	That you and your family actively participate in the planning of supports and care for your family, to the extent that is right for you.
Privacy	We will ensure that your personal information is only shared with appropriate health care providers and others to whom you have consented the information be provided. We will provide you with access to our Privacy Policy.	That you and your family respect the privacy and confidentiality of others.
Comment	We will make it easy for you and your family to provide us with feedback about our services, without fear of being disadvantaged in any way. We will respond promptly to any concerns you may have.	That you let us know if and when a problem arises, and that you do so in a respectful way. That you let us know if we have exceeded your expectations.

Very Special Kids welcomes your feedback, both positive and negative, about the care and support we have provided to your family. Please talk to one of our staff, log on to our website www.vsk.org.au, or contact reception on (03) 9804 6222 to speak with our Complaints & Feedback Manager.

Adapted from the Australian Charter of Healthcare Rights and the NICE Guidelines
June 2018

Updated following feedback from Family Advisory Committee

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