



We value your feedback, positive or negative, as it can help us improve our health services.

We encourage you to advise staff of any issues as soon as possible so that they can be addressed.

If you would like to provide feedback, comment or raise issues about the services you have received, we encourage you to:

**1. Talk to the staff involved with your care**

The staff looking after you may be able to help resolve the issue immediately. There is also a local manager or team leader in each unit or ward to help resolve issues or receive feedback.

**2. Contact a Patient Representative or Hospital Manager**

If the staff or local manager are unable to assist in resolving any issues, you can contact the Patient Representative or Hospital Manager.

They can be contacted through the hospital switchboard numbers as listed:

Blacktown Hospital	9881 8000
Mount Druitt Hospital	9881 1555
Westmead Hospital	9845 5555
Auburn Hospital	8759 3000
Cumberland Hospital	9840 3000
Lottie Stewart Hospital	9858 3255

**3. Write to the Chief Executive**

If the matter is still unresolved write to the Chief Executive of the Local Health District:

Chief Executive,  
Western Sydney Local Health District  
PO Box 533,  
Wentworthville NSW 2145

**4. Contact the Health Care Complaints Commission (HCCC)**

The HCCC is an independent body that deals with complaints about health services or health providers. The HCCC can be contacted at:

Health Care Complaints Commission  
Locked Mail Bag 18  
Strawberry Hills, NSW 2012  
Telephone: 1800 043159 or 9219 7444  
TTY: 9219 5444 Fax: 9281 4585  
Email [hccc@hccc.nsw.gov.au](mailto:hccc@hccc.nsw.gov.au)  
Website: [www.hccc.nsw.gov.au](http://www.hccc.nsw.gov.au)

**All NSW health facilities are smoke free. Smoking is not permitted anywhere on the grounds or inside the buildings.**

**For assistance to quit call the Quitline™ on 131 848**

# Your Rights and Responsibilities

*as a patient, carer or community member of the Western Sydney Local Health District*

Everyone seeking or receiving healthcare in Australia has certain rights and responsibilities. They include the right to access, safety, respect, communication, participation, privacy and to comment on their care.

This brochure provides information on how these rights are achieved in the NSW public health system and the responsibilities that come with them. For more detailed information ask a staff member for a copy of NSW Health's *Your Healthcare – Rights and Responsibilities*.

#### **Access**

You will be given access to services on the basis of a medical assessment of your condition and the urgency of your need for treatment.

Health care services are open to everyone regardless of gender, marital status, disability, culture, religious beliefs, sexual orientation, age or where they live in NSW. If the care you require is not available locally you will be transferred.

#### **Safety**

You will be given access to the services you require.

Your treatment and care will be based on your assessed needs, regardless of your financial situation or whether you hold private health insurance.

#### **Respect**

You and your visitors will be treated in a manner that shows courtesy and consideration for your culture, beliefs, values and any personal characteristics, such as gender or disability. We ask that you return this courtesy to staff, volunteers, other patients and visitors.

#### **Communication**

Health care providers will explain your condition, the proposed treatment, as well as

the risks and the alternatives. They will also ask questions to make sure they provide you with the best possible care. You can assist by being open, honest and asking questions when you do not understand.

Give your health care provider as much information as possible about your health, including any allergies, medical conditions or disabilities. Tell them if you use other medicines or remedies and whether you smoke, use alcohol or other recreational drugs.

Tell your health care provider:

- about any changes to your condition and any reactions during treatment
- if you are being treated for the same problem by someone else
- if you do not understand why you have been referred for tests or treatments
- if religious or cultural beliefs make it difficult to have treatment
- if you want to be treated as a private patient and ask for an estimate of the costs
- if you have made a decision not to follow treatment advice and not attend appointments.

#### **Participation**

Throughout your visit, health care providers will discuss treatment plans with you. You are encouraged to take part in these plans, including transfers to other services and your discharge from hospital.

You are encouraged to ask questions and talk with your other health care providers and relatives before making decisions.

You have the right to seek a second opinion on treatment that has been recommended for you.

You must give consent before receiving treatment. In most cases this will be verbal consent. Written consent is required for some procedures, such as surgery.

#### **Interpreter Services**

You can have an interpreter provided free of charge if you speak another language. Interpreter services can be provided in person or by phone and are available seven days per week. Ask staff to arrange an interpreter for you.

AUSLAN Interpreters are also available.

#### **Support people**

You can have a relative, carer or other support person to help you communicate with health professionals but you must agree to that person being involved in your affairs.

#### **Privacy**

Your medical information will be kept secure. The information may be shared with other health care providers to help make decisions about your care.

You have the right to confidentiality of your condition and treatment. Aspects of medical information can be released in special circumstances.

Ask for a copy of the *NSW Information Privacy Leaflet for Patients* if you would like more information.