

Mutual respectful communication

For consumers, staff, students, carers and volunteers



Everyone who enters or accesses the ACT public health system should feel safe and supported.

Whenever you enter or access ACT public health services, let's work together to maintain a safe environment by being respectful in the way we act and communicate with each other.

Working together for a safe environment

How can you support us:

- Respect staff's rights to a safe and favourable workplace.
- Partner with us to plan and provide you care.
- Communicate healthcare preferences respectfully.
- Speak with a staff member if your condition worsens.
- Use feedback options if you have concerns.

How our staff, students and volunteers will support you:

- Respect your right to accessible, respectful healthcare.
- Support your healthcare decisions or involve your nominated representative.
- Document and respect your healthcare preferences.
- Assess and respond to health needs, prioritising urgent cases.
- Communicate any service limitations and act on your feedback to ensure any concerns are addressed.

Escalating concerns

How you can escalate concerns:

- Speak with a staff member or manager.
- Complete a Consumer and Carer Feedback Form via the CHS website or app.
- Complete the Patient Experience Survey or email your concerns.

How our staff, students and volunteers will escalate OV and unacceptable behaviours:

- Report OV incidents through the incident reporting system as a Staff Safety Incident.
- Engage the Work Health and Safety Team to address risks and prevent future incidents.
- In serious cases, contact ACT Policing for assistance.

Canberra Health Services

Phone: (02) 5124 5932

Email: HealthFeedback@act.gov.au

North Canberra Hospital

Email: CHSNCH.feedback@act.gov.au

ACT Health Services Commissioner (HSC):

The HSC is an independent organisation offering a fair process for managing complaints about health services, services for older people, and issues related to health privacy and access.

Phone (02) 6205 2222

Email: human.rights@act.gov.au

ACT Policing:

Assault, attempted assault, property damage, threats, stalking, or harassment will be reported to the police as offences under the under the Criminal Code Act 1995 or the ACT Crimes Act 1900.

Call 131 444 (non-emergencies) **or 000** for emergencies.

Possible consequences for aggression, violence, or disrespectful behaviours:

- Being escorted off the healthcare facility campus
- Treatment in a different healthcare facility that ensures the safety of staff and patients
- Police involvement for offences under the ACT Crimes Act 1900
- Taking out a Workplace Protection Order.

Accessibility

If you have difficulty reading a standard printed document and would like an alternative format, please phone 13 22 81.



If English is not your first language and you need the Translating and Interpreting Service (TIS), please call 13 14 50.

For further accessibility information, visit: www.act.gov.au/accessibility

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