

# MUTUAL RESPONSIBILITIES



of TRESILLIAN FAMILY CARE CENTRES and CLIENTS

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Tresillian Family Care Centres believe that the best child and family health care is achieved when we work in partnership with you, our clients. In this partnership there are responsibilities for both Tresillian and our clients.

Please read this information carefully. If you have any questions please do not hesitate to ask Tresillian staff.

### **You are responsible for:**

- Being informed about your care.
- Advising staff of medication which you or your baby are currently taking or have been taking.
- Discussing with staff any problems which you think may be affecting your baby's health or your health.
- Letting staff know if you or your baby are receiving treatment from other health professionals.
- Keeping appointments or advising those concerned if you are unable to attend during your admission to Tresillian.
- Participating in the preparation of and being actively involved in the management care plan.
- Discussing with staff any concerns or suggestions you may have about the management care plan as soon as possible.
- Knowing your own and your family's medical and social history, if possible.
- Conducting yourself in a responsible way so as not to interfere with the well-being or rights of other clients or staff members.
- Understanding if you act against advice provided by staff you will be responsible for the consequences of your actions.
- Understanding that if you discharge yourself and your baby against advice from staff the consequences of this decision may be a worsening of the condition.
- Understanding that you as a parent are personally responsible for the payment of your accommodation and meals.
- Understanding that if you elect your baby to be a private client you should make sure that your level of cover for private health insurance meets all costs.



## Tresillian is responsible for:

- Providing professional support and guidance for your child and family.
- Respecting your culture, religious beliefs and conscientious convictions.
- Treating you with respect, care, consideration and dignity.
- Providing information to enable you to give informed consent before care is given. This information will include possible risks and benefits of the care proposed.
- Maintaining confidentiality regarding all details of your condition and management plan, including the discharge plan, unless the law requires that such information be given to some person or authority.
- Forwarding discharge planning information to appropriate agencies if you have provided consent.
- Arranging for an accredited interpreter. This service is free and confidential.
- Providing information about any costs you may incur at Tresillian.
- Providing an environment where visitors are welcome, at your discretion.
- Providing a safe, secure and clean environment.
- Providing you with the name and role of any health professional who comes to see you.
- Ensuring that you receive a clear explanation regarding the assessment of yourself and your child.
- Working with you in discussing and formulating goals, a management care plan and discharge from Tresillian (or transfer to another facility).
- Advocating, representing and supporting your health care interests.
- If requested, providing you with access to your own and to your baby's record in the presence of a health professional.
- Understanding that you may withdraw your consent and refuse further care at any time.
- Obtaining your permission to be involved in media interviews about issues relevant to Tresillian.
- Giving you the option to be involved in any research projects being conducted. Full information will be provided so that you can make the choice.
- Requesting your consent if medical, nursing or allied health students are to be present during your treatment and respecting your right to decline such a request.

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### Complaints

Tresillian Family Care Centres ask that you inform staff if you have a problem with the services or care you are receiving. We are responsible for responding to you appropriately. If you have a problem, staff in the units can help you.

Other staff in Tresillian who can help are listed below. If you are not satisfied following discussions with Tresillian staff you may wish to contact the Health Care Complaints Commission to discuss your concerns.

#### **Centre Manager**

Tresillian Family Care Centres  
McKenzie Street  
BELMORE NSW 2192  
Ph: (02) 9787-0879  
Fax: (02) 0787-0880

#### **Centre Manager**

Tresillian Family Care Centres  
1b Barber Avenue  
KINGSWOOD NSW 2747  
Ph: (02) 4734-2124  
Fax: (02) 4734-2453

#### **Centre Manager**

Tresillian Family Care Centres  
25 Shirley Street  
WOLLSTONECRAFT NSW 2065  
Ph: (02) 9432-4000  
Fax: (02) 9432-4020

#### **Centre Manager**

Tresillian Family Care Centres  
2 Second Avenue  
WILLOUGHBY NSW 2068  
Ph: (02) 8962-8300  
Fax: (02) 8962-8301

#### **General Manager**

Tresillian Family Care Centres  
McKenzie Street  
BELMORE NSW 2192  
Ph: (02) 9787-0871  
Fax: (02) 9787-0880  
[tresillian@email.cs.nsw.gov.au](mailto:tresillian@email.cs.nsw.gov.au)  
[www.tresillian.net](http://www.tresillian.net)

Health Care Complaints Commission

Postal Address: Locked Bag 18,  
STRAWBERRY HILLS, NSW 2012

Ph: (02) 9219-7444

[www.hccc.nsw.gov.au](http://www.hccc.nsw.gov.au)

