

# Mutual behaviour expectations

For patients, consumers, carers, visitors, healthcare staff, students and volunteers

## HOW YOU CAN SUPPORT US

At ACT Health, we aim to provide a safe and supportive environment for everyone who enters ACT public health services, inclusive of healthcare provided in Canberra Health Services, Calvary Public Hospital Bruce and services provided in the community setting.

**Wherever you receive healthcare from ACT public health services you must:**

- be respectful and support a positive and safe environment
- be mindful of the way you communicate to others
- raise and address any concerns with a staff member when you experience or see them
- work in partnership, share information and ensure privacy
- avoid unacceptable behaviours that can lead to occupational violence
- respect staff, students, volunteers, other people, and property
- speak to a staff member if you see any deterioration in your health condition, or that of other patients, consumers, carers, or visitors.

**While you are receiving care from ACT public health services, please do not:**

- discriminate against race, age and/or sex
- name-call or swear
- shout or yell
- record without permission (still images, video, or sound)
- make threats, or threatening gestures
- use any form of intimidation
- use any form of violence against other people
- damage property.

Let's work together to maintain a safe environment and reduce the risk of occupational violence at ACT public health services.

## HOW OUR HEALTHCARE STAFF, STUDENTS AND VOLUNTEERS WILL SUPPORT YOU

**While you are receiving care from ACT public health services, our healthcare staff, students and volunteers will:**

- support patients, consumers, carers, and visitors to be actively involved in making decisions about health care delivery

- assess the clinical condition of patients and consumers and provide appropriate healthcare to address underlying clinical conditions
- support patients, consumers, carers, and visitors, to provide feedback or identify concerns about their health or safety, or the health and safety of others, by being responsive to concerns or queries
- report any unacceptable behaviours towards staff that they experience or observe in any ACT public health workplace.

## CONSEQUENCES OF UNACCEPTABLE BEHAVIOURS

If you are receiving care from ACT public health services, and knowingly or intentionally cause physical or psychological harm to ACT healthcare staff, students, volunteers or people in the care of ACT public health services, we may contact ACT Policing to handle the matter.



Under the Australian Charter of Healthcare Rights, everyone has a right to accessible, safe, and respectful healthcare. Access the Australian Charter of Healthcare

Rights 2nd edition Charter on the Australian Commission on Safety and Quality in Health Care [website](#) and by viewing the [fact sheet](#).

## HOW TO REPORT A CONCERN

Please advise the ACT public healthcare service if:

- our healthcare staff, students or volunteers behaviours are not meeting expectations
- patients, consumers, carers or visitors are demonstrating unacceptable behaviours
- there is an immediate concern for your safety, or the safety of others.

**You should raise** immediate concerns with healthcare staff, or with a manager in charge of the ACT public healthcare service.

ACT Policing may also be engaged if there is an immediate concern for your safety, or the safety of others.

If you have feedback, that doesn't require an immediate response, please contact us using these details:

## Canberra Health Services and ACT Health Directorate

Consumer Feedback and Engagement Team  
Phone: (02) 5124 5932  
Email: [HealthFeedback@act.gov.au](mailto:HealthFeedback@act.gov.au)

## Calvary Public Hospital Bruce

Clinical Governance and Quality  
Phone: (02) 6201 6111  
Email: [feedback@calvary-act.com.au](mailto:feedback@calvary-act.com.au)

All complaints or comments will be investigated by the relevant ACT public health service.

## HOW TO REPORT A CONCERN TO THE ACT HEALTH SERVICES COMMISSIONER (HSC)

If you have a concern, you can also raise it directly with the ACT Health Services Commissioner. The HSC is an independent statutory officer who provides a fair and accessible process for managing complaints about health services and workplaces, services for older people, health privacy and access issues.

## ACT Health Services Commissioner

Phone (02) 6205 2222  
Email: [human.rights@act.gov.au](mailto:human.rights@act.gov.au)

## RESOURCES

- [Australian Charter of Healthcare Rights](#)
- [Australian Health Practitioner Regulation Agency \(AHPRA\) concerns about health practitioners](#)
- [Be Kind and Respectful to our Nurses & Midwives campaign](#)

## ACKNOWLEDGMENT OF COUNTRY

ACT public health services acknowledge the Traditional Custodians of the land, the Ngunnawal people. We respect their continuing culture and connections to the land and the unique contributions they make to the life of this area. We also acknowledge and welcome Aboriginal and Torres Strait Islander peoples who are part of the community we serve.

## ACCESSIBILITY



For alternative formats to the standard printed document, please phone 13 22 81.  
For Translation and Interpreting Services (TIS), please call 13 14 50.

For further accessibility information, visit: [www.health.act.gov.au/accessibility](http://www.health.act.gov.au/accessibility)