CANCER HUB

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Charter of Service User Rights

The Cancer Hub Charter of Service User Rights ensures that children, young people, parents, and carers know their rights and responsibilities and can be confident that their rights will be supported by Cancer Hub. **This charter describes what you, or someone you care for, can expect when receiving services from Cancer Hub.**

Safe and Appropriate Services

- Receive safe, reliable, and coordinated services that meet your needs and are provided by skilled and caring staff.
- Be provided with care and support that is appropriate for your age, developmental stage, and circumstances.
- Have continuity of care and be informed if there are changes to the staff providing your support.
- Be safe from harm, abuse, or neglect, and have your legal and human rights respected.

Dignity, Respect, and Inclusion

- Be treated with dignity and respect, regardless of your family background, race, religion, age, gender identity, ethnicity, sexual orientation, or abilities.
- Have your culture, identity, beliefs, and choices recognised and respected.
- Have your carers and families also treated with respect and provided with information and support when appropriate.
- Receive services free from discrimination and harassment.

Participation, Advocacy, and Feedback

- Have input into decisions regarding the support you receive and have your opinions respected.
- Share your concerns safely and feel comfortable doing so.
- Have an advocate or support person with you when making decisions about your care when needed and requested.
- Participate in programs and activities safely, without feeling unsafe, judged, or pressured.
- Access independent complaints or advocacy bodies if you need extra support or advice.
- Provide feedback about your experience without consequence.
- Have complaints or concerns handled fairly, confidentially, and promptly.

Privacy, Confidentiality, and Research Participation

- Have your personal and health information kept private, confidential, and secure.
- Be given a clear explanation of what happens to your information.
- Be asked for your permission before being involved in any research.
- Have the right to fully understand what the research involves, including any risks, benefits, and what will happen to your information.
- Have the right to ask questions about the research and receive clear answers.
- Have the right to say no or withdraw at any time without affecting the support or services you receive.
- Have digital or online services conducted securely, with your privacy protected.

Right to information

- Receive a written statement of your rights and the opportunity to discuss them with staff.
- Ask questions and receive answers in a way you can understand.
- Receive information about our services, programs, and other support services to make informed decisions.
- Receive the support you need to access our information, including large print, easy English, interpreters, or other communication support.
- Request access to your client records.
- Receive timely information about your care.

Giving feedback

You can provide feedback at any time by emailing **feedback@canteen.org.au** or visiting our website.

For more information about your rights, please contact a Cancer Hub team member via the above email.