



Your **rights and choices**

We believe the best outcomes happen when families and clinicians work together.

From your first appointment, we'll take the time to understand what matters most to your family. We'll explain your options, answer your questions and involve you in decisions about your child's care.

Every child and every family is different. We'll work with you to develop goals and recommend services that reflect your family's priorities.

If you'd like someone to attend appointments with you or speak on your behalf, you're welcome to involve a family member, support person or advocate. We'll work respectfully with anyone you choose to support you.

You have the right to:

- Be treated with dignity, respect and kindness.
- Receive safe, evidence-based care.
- Be involved in decisions about your child's support.
- Ask questions and understand your options.
- Make informed choices about the services you receive.
- Bring a family member, support person or advocate to appointments.
- Access an interpreter or communication supports if needed.
- Share feedback or make a complaint without it affecting your child's care.