

# KYDS Charter of Healthcare Rights

## I have the right to:

### Access

- Services that meet my needs, in convenient locations.
- Resources and support provided by youth-friendly staff.

### Safety

- Receive safe and high-quality services that are based on evidence.
- Cultural, psychological and physical safety.

### Partnership

- Actively make decisions about my care alongside my support network, such as KYDS, my family and friends or others like my GP or school staff.

### Respect

- My personal experiences being acknowledged, valued and respected.
- My culture, identity, beliefs and choices being recognised and respected.
- My voice being heard and having a choice in how my needs are met.

### Information

- Understand what happens with my personal information.
- Be supported in understanding information about services that meet my needs, waiting times and the options available to me.
- Clear information about the services I receive and to ask any questions I have about my support at KYDS.

### Privacy

- My privacy being respected.
- Security and confidentiality of my information.
- Decide who I share my information with.
- Understand what KYDS staff are legally required to do about confidentiality and their duty of care.

### Give feedback

- Give open and honest feedback without judgement or impact on access to services.
- Give respectful feedback in a way that is easy for me.
- Consideration of my feedback when improving KYDS' services.



**For more information, please speak to a member of the KYDS team.**