



nsw commission for  
children & young people



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Professor Chris Baggoley  
Chief Executive  
Australian Commission on Safety and Quality in Health Care  
GPO Box 5480  
SYDNEY NSW 5480

Dear Professor Baggoley

I am pleased to enclose the NSW Commission for Children and Young People's submission to the Australian Commission on Safety and Quality in Healthcare on the *Draft National Patient Charter of Rights*.

I will be placing a copy of the submission on the Commission's website. Making work such as this publicly available is one mechanism I use to be accountable to children, young people and the Parliament of New South Wales.

If your staff require any further information, please contact the Commission's Manager, Policy, Dr Sharyn Jameson, on 9286 7205 or [Sharyn.Jameson@kids.nsw.gov.au](mailto:Sharyn.Jameson@kids.nsw.gov.au).

Yours sincerely

**Gillian Calvert**  
Commissioner  
27 March 2008

**SUBMISSION TO THE  
AUSTRALIAN COMMISSION ON QUALITY AND SAFETY IN  
HEALTH CARE  
DRAFT NATIONAL PATIENT CHARTER OF RIGHTS  
MARCH 2008**

**NSW Commission for Children and Young People  
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**SUBMISSION TO THE AUSTRALIAN COMMISSION ON SAFETY AND  
QUALITY IN HEALTH CARE**

**MARCH 2008**

**1. The Commission for Children and Young People**

- 1.1. The NSW Commission for Children and Young People ('the Commission') promotes the safety, welfare and well-being of children and young people in NSW.
- 1.2. The Commission was established by the Commission for Children and Young People Act 1998 (NSW) ('the Act'). Section 10 of the Act lays down three statutory principles which govern the work of the Commission:
  - the safety, welfare and well-being of children are the paramount considerations;
  - the views of children are to be given serious consideration and taken into account; and
  - a co-operative relationship between children and their families and community is important to the safety, welfare and well-being of children.
- 1.3. Section 12 of the Act requires the Commission to give priority to the interests and needs of vulnerable children. Children are defined in the Act as all people under the age of 18 years.
- 1.4. Section 11(d) of the Act provides that one of the principal functions of the Commission is to make recommendations to government and non-government agencies on legislation, policies, practices and services affecting children.

**2. General comments**

- 2.1. The NSW Commission for Children and Young People is pleased to make a submission to Australian Commission on Safety and Quality in Health Care on the Draft National Patient Charter of Rights.
- 2.2. The Commission congratulates the Australian Commission on Safety and Quality in Health Care on the development of the draft charter. As a framework for the delivery of health services the charter has potentially wide reaching impacts on the delivery of health services to all Australians, including, importantly children and young people.
- 2.3. The Commission's work with children and young people in recent years has highlighted various issues relating to the provision of health services in Australia. This submission will be informed by what children and young people in NSW have told us about their experiences of