

Family Centred Care in Queensland

Queensland Child and Youth Clinical Network

Background

There is growing evidence about the importance of partnerships between health service organisations, health professionals, families, carers and consumers. Supporting clinicians and services to take a Family Centred Care (FCC) approach to healthcare service delivery was identified as a priority for the Queensland Child and Youth Clinical Network (QCYCN).

What is FCC?

FCC is respectful of, and responsive to, the preferences, needs and values of consumers. The QCYCN supported Children's Health Queensland Hospital and Health Service (CHQ) definition of FCC as 'an approach to the planning, delivery, and evaluation of health care that is grounded in mutually beneficial partnerships among health care providers, consumers, and their families. Four core concepts underpinning FCC as being: respect and dignity, information sharing, participation, and collaboration. These core concepts formed a theme for each poster.

FCC Poster development

The development of these four posters built on the key themes that emerged from the FCC Forum held by the QCYCN. The overarching principle is that *we will place the child and family at the heart of all we do*. These posters have since been culturally adapted from the originals based on feedback and input from Aboriginal and Torres Strait Islander people across Queensland.



Supporting resources

These FCC posters support the National Safety and Quality Health Service Standard 2: Partnering with Consumers. Consumers need to be placed at the centre of their own care and the health care system more generally. The Standard, along with multiples resources, can be found at <http://www.safetyandquality.gov.au/our-work/patient-and-consumer-centred-care/national-safety-and-quality-health-service-standard-2-partnering-with-consumers/>

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