

Document No.	4010	<h1>Consumer Rights and Responsibilities</h1> 
Revision No.	1.6	
Review Date	01 May 2019	
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1.0 Revision History

Revision Date	Revision No.	Change	Responsible Position
18 Apr 2005	1.1	Policy drafted	
14 Sep 2012	1.2	Policy transitioned from NWQPHC	
01 Dec 2013	1.3	Revised	
01 July 2015	1.4	Policy transitioned from trading as CNWQML	
13 Jun 2017	1.5	Policy review in line with ISO	Quality Manager
15 Aug 2018	1.6	Policy reviewed	Quality Manager

2.0 Persons Affected

All employees and clients of North and West Remote Health (NWRH).

3.0 Definitions

Nil

4.0 Policy

NWRH in our commitment to delivering care that is safe and high quality adhere to the Australian Charter of Healthcare Rights and are committed to ensuring that all clients accessing our services are aware of their rights.

All staff are responsible for informing clients of their rights and responsibilities as per the “Australian Charter of Healthcare Rights.” All clients are to have access to the brochure produced by the Australian Commission on Safety and Quality in Healthcare.

All facilities are to display a poster in a prominent area to ensure that the public is informed of the brochure.

Clients are also made aware of their Rights and Responsibilities via the NWRH Service Suer Guide and NWRH public Website.

All NWRH Health Service staff will make themselves familiar with the information contained in these brochures. All staff will respect that the client has rights in this partnership and can expect that a level of responsibility will be exercised.

The Charter outlines seven Healthcare Rights

- Access, A right to Health care
- Safety, A right to safe and high quality care
- A right to be shown respect, dignity and consideration

- Communication, A right to be informed about services, treatment, options and costs in a clear and open way
- Participation, A right to be included in decisions and choices about care
- Privacy, A right to privacy and confidentiality of provided information
- Comment, A right to comment on care and having concerns addressed

5.0 References

- NWRH Service User Guide
- Australian Commission on Safety and Quality in Healthcare (2008) *Australian Charter on Healthcare Rights*, Available from <http://www.safetyandquality.gov.au/national-priorities/charter-of-healthcare-rights>
- AS/NZS ISO 9001:2015 Quality management systems – Requirements; 8.2 *Requirements for Products and Services*