



# SERVICE USER GUIDE

Version 6

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*This guide contains important information about accessing services through North and West Remote Health Ltd (NWRH). If you have trouble understanding anything within this guide, you can contact the Translating and Interpreting Service 13 14 50 for the cost of a local call, 24 hours a day, seven days a week. More than 100 languages are supported. The National Relay Service (NRS) can help people who have hearing or speech impairments (1800 555 660). You can also use an advocate or interpreter.*



# NWRH

## Contents



Who is NWRH?	2
NWRH – Committed to Cultural Proficiency in all that we do	2
What services does NWRH offer?	3
How much does the service cost?	6
How do I start receiving services?	6
What happens next?	6
You could be offered a Telehealth Consultation	7
Will I have to wait?	7
What if I can't keep an appointment?	7
Can I have a Care Plan?	7
Will my information be kept private?	7
Compliments, Complaints and Feedback	8
Whistleblower Policy	9
Who else may offer services I need?	10
What are my rights and responsibilities?	11
What are my healthcare rights?	12
Incident response and reporting	13
Aged Care Statement of Rights	14
Can I be a support person or advocate?	16
Important information for advocates	16
Authority to act as an advocate	17
How do i contact NWRH?	18



This guide will provide you with an overview of the services we deliver and answer frequently asked questions including how you can access them.

If you need services that we don't provide, we can refer you to other organisations that may be able to assist.

## Who is NWRH?

Operating since 1993, NWRH are leaders in the delivery of community based and outreach allied health, home and community supports, mental health, carer support, service navigation, headspace and wellbeing services in rural, regional and remote Queensland. We employ a large and diverse team of primary health care professionals across a range of fields, delivering a comprehensive and holistic service with a commitment to cultural competency.

Our services support more than 50 communities throughout the Far North, East Coast, Central, North West and Lower Gulf of Queensland.

At NWRH our people make a real difference as they:

- Ensure quality care by placing you at the centre of all we do.
- Respect and recognise others.
- Always deliver culturally safe and competent services.
- Accept responsibility and listen to you about what we do well and what we can do better.

### **Our purpose is to support healthier people in remote, rural and regional communities.**

Our role is to deliver comprehensive, high-quality and cost-efficient packages of primary health care and support that enables healthy living in remote, rural and regional areas of Australia.

At NWRH, we believe that our best work is done when:

- People own their own health.
- Communities control their own health services.
- Staff are employed locally and assisted to build their skills and capabilities.
- Staff live where they work, making flexibility and responsiveness possible.
- Firm connections with communities based on ongoing relationships, and genuine understanding of needs and cultural sensitivities are upheld.

## NWRH – Committed to Cultural Proficiency in all that we do

NWRH is committed to fostering equity, eliminating health service access barriers and building stronger relationships by delivering on actions outlined in our formalised Stretch Reconciliation Action Plan (RAP) as endorsed by, and registered with, Reconciliation Australia.

NWRH recognises the significant Aboriginal and Torres Strait Islander communities across our service footprint and is committed to delivering culturally safe, respectful and responsive services that reflect local cultures, values and ways of working.

We have established policies and procedures that include Welcome and Acknowledgment of Country, an Indigenous Employment Strategy (IES), Grief and Loss Policy, Cultural Traditional Knowledge Programs, Cultural Engagement Framework and Country and Language Matrix that assist with continually improving access to health, support, mental health and wellbeing services across our service footprint.

Our staff undergo traditionally informed cultural induction and training relevant to the communities that they service.

The NWRH's IES is about employing and equipping local Aboriginal and/or Torres Strait Islander people in NWRH staffing operations. Our IES encourages Aboriginal and/or Torres Strait Islander Australians to apply for all job vacancies within the organisation and identifies positions that are to be filled by Aboriginal and/or Torres Strait Islander Australians.

**Our Vision is for rural, regional and remote communities to improve their quality of life, through healthy and active lifestyles.**

## What services can **NWRH** offer you?

We offer a range of health services, tailored to the needs and demands of each community and individual. While some of the communities we service have locally based workers; others may have visiting staff.

Below is a description of the types of health professionals in our team and the services that they provide.

**Allied Health Assistants** support the delivery of allied health services by undertaking tasks delegated to them by allied health professionals and may work with one or more allied health disciplines.

**Care Partners** act as the primary point of contact, working alongside the individual to ensure services are coordinated, easy to navigate, and aligned with what matters most to them. Care Partners develop and maintain individualised care plans and, where required, monitor budgets to ensure services remain consistent, and appropriate.

**Carer Support Officers** are a partner in a person's caring journey with a strong focus on building a trusting relationship, understanding needs, and connecting carers to a range of services and supports. They also focus on capacity building, psychoeducation, and supporting self-management via Carer Coaching and facilitating peer connections via Peer Support Groups.

**Care Support Workers** provide a range of home and community support that can include domestic assistance, personal care, social support, assistance to access services in the community, home and yard maintenance, meals on wheels, accessing and setting up telehealth services and respite. Care Support Workers work on aged care support programs, disability support programs and community support programs.

**Community Liaison Officers** work as part of a multidisciplinary team to support access to holistic family-led care in regard to all aspects of health. They provide the link between services and community members to improve health outcomes and family wellbeing.

**Community Care Drivers** provide a transport service for eligible people still living at home, helping them stay independent. The transport service can be used for pickups and drop-offs to local medical appointments, social activities and local shopping. The transport bus is fitted with a wheelchair lift and wheelie walkers are also accepted. If you have a carer, they can also use this service to travel with you to your appointments.

**Counsellors** are trained mental health professionals who provide support for personal, emotional, or psychological challenges, including relationship issues, stress, adverse life events, and identity. Counsellors help you find ways to improve your mental health and wellbeing and improve your quality of life.





**Credentialed Diabetes Educators** provide support and empower you through education to successfully manage your diabetes and achieve your goals. They can provide you with the resources, tools and equipment you require for all aspects of your diabetes care.

**Dietitians** treat a range of health conditions. They understand how nutrition affects the body and will give you expert nutrition and dietary advice. They work with people of all ages and backgrounds and provide individualised support tailored to you, to help you achieve your health and wellbeing goals.

**Exercise Physiologists** assist their clients in restoring their optimal physical function, health and wellbeing. This is achieved through education, advice and support for lifestyle modification with a strong focus on achieving behaviour change. Exercise Physiology can benefit people living with cancer, cardiovascular disease, kidney disease, mental health concerns, metabolic disease, and musculoskeletal, neurological, neuromuscular, respiratory and pulmonary concerns.

**Journey Coordinators** support you on your journey to improve your mental health and wellbeing. They help you coordinate your care and navigate the system, provide advocacy, offer practical supports, and provide advice, information, and education.

**Mental Health Nurses** provide care coordination, psychoeducation, brief therapeutic interventions, physical health and medication monitoring for people with severe mental health issues who require intensive support.

**Occupational Therapists** assist when someone is having difficulty with everyday tasks and activities. These activities include taking care of oneself (and others), working, volunteering, and participating in hobbies, interests and social events. Occupational therapy involves ongoing assessments to understand what activities you can do (and those you want to do), any current limitations, your goals/motivations and offers advice/techniques about how to do something more easily and safely.



**Physiotherapists** assess, diagnose, plan and manage the care of clients across a broad range of areas with musculoskeletal, cardiothoracic and neurological problems. They help clients with chronic disease management through lifestyle modification and self-management advice, prescribe ability aids and appliances, prescribe and supervise exercise programs for both clients and carers and carry out occupational health assessments and injury prevention activities.

**Podiatrists** diagnose and treat a range of conditions and injuries specific to the foot and lower limbs, including bone, joint, skin, nail and muscular disorders and neurological and circulatory complaints. Podiatrists also provide general foot care: where clients find it difficult to cut their nails or where clients cannot safely reach or care for their own feet, along with ingrown toenail surgeries, debridement of callus and enucleation of corns, diabetic foot assessment and management and treatment of lower limb musculoskeletal injuries (knee and below).

**Psychologists/Provisional Psychologists** are mental health professionals with special training in psychology (how people think, feel and behave). They work with individuals, couples and families to address mental health and emotional concerns like anxiety, depression, grief and loss, relationship or parenting concerns, learning difficulties, alcohol, drug, gambling and gaming issues. Psychologists talk with you about the things that worry or distress you and together with you, develop plans and strategies to help you cope better.

**Remote Community Connectors** support current and potential NDIS participants in rural and remote communities to access, use, and navigate the NDIS. They assist with eligibility, plan implementation, meetings, service connections, and advocacy, ensuring participants can exercise choice and control. They use local knowledge and trusted community relationships to provide culturally safe guidance, reduce barriers to participation, and inform the broader community about the NDIS, helping participants achieve meaningful outcomes.

**Social Workers** provide information, counselling, emotional and practical support. They operate as members of the multidisciplinary health care team that provide services in a broad variety of areas, but their primary concern is to address the social and psychological factors that surround a clients physical and/or medical concerns.

**Speech Pathologists** work with people who have difficulties with talking, listening, hearing, reading/writing and swallowing. They work with children to help them make sounds, learn new words and support building friendships and socialising. In the adult space, they support people after they experience a stroke, degenerative conditions and brain injuries to have functional communication skills and safely swallow food and drinks.

**Wellbeing Clinicians** provide culturally safe, strength-based psychosocial support to individuals, families and communities to enhance mental health, emotional wellbeing and overall quality of life. Their work focuses strongly on early intervention, identifying concerns early, building coping skills, strengthening protective factors and supporting people before challenges escalate. Working collaboratively with clients, families and community partners and health professionals, Wellbeing Clinicians deliver holistic, trauma-informed support that promotes resilience, connection and self-determination. Through individual support, group programs and community engagement, they help create pathways to sustained wellbeing.



## How much does the service cost?

Many of our health services are provided at no cost to clients when referral pathways are followed. Where applicable, NWRH Fee Schedules are available at [www.nwrh.com.au](http://www.nwrh.com.au) and outline costs for services.

NWRH recognise individual circumstances, please speak with our team if you have any questions or concerns relating to costs and/or payment of services.

## How do I start receiving services?

We encourage you to visit your General Practitioner (GP) and ask for a referral to any of our services. This will ensure your GP is aware of all the services you are receiving and will be kept informed on the management of your health.

Alternatively, you can self-refer or be referred by a family member, friend, hospital or other community-based organisation, with your permission.

The best way to refer is to contact us by our referral form on our website [www.nwrh.com.au/resources/#nwrh-referral-form](http://www.nwrh.com.au/resources/#nwrh-referral-form) or by contacting our Central Intake team on 1800 799 244.

For the Commonwealth Home Support Program or Support at Home Packages please contact My Aged Care on 1800 200 422 or go to their website [www.myagedcare.gov.au](http://www.myagedcare.gov.au). We can also assist you with your registration with My Aged Care. Please contact us on any of our FREECALL 1800 numbers listed on page 20.

## What happens next?

Access to our services is allocated by a process called triaging. This is when clients needs are assessed and compared to determine their urgency for treatment and the nature of treatment required.

The process is as follows:

- You obtain a referral from your GP, community-based organisation or contact us directly.
- For some of our services, referrals are reviewed and accepted or declined based upon program eligibility. The referrer will be contacted if the referral does not meet eligibility criteria or more information is required.
- You will be contacted for an appointment with the relevant NWRH health practitioner.
- The consultation takes place with the health practitioner. The time of the consultation varies, but usually it will take between 30 and 60 minutes.
- Any required follow up care will be arranged by the NWRH health practitioner.
- NWRH works with many other health and community service providers to ensure your care needs and goals are met. Your health practitioner may ask to refer you to one of these services.
- Once Care Plans and treatment goals are completed and achieved, you will be discharged from the service.

Please discuss any difficulties you may have in accessing our services with our staff.

## You could be offered a Telehealth Consultation!

NWRH is committed to improving your access to health services, this can sometimes be achieved through telehealth. Telehealth is the use of phone or video conferencing to conduct your appointment, delivering virtual care closer to home.

NWRH utilises a high-quality safe and secure telehealth platform called Healthdirect, which meets strict technical requirements to ensure that your privacy is protected.

If a telehealth appointment is considered, we will provide you with further information prior to a booking taking place to determine if this is appropriate to your needs and supports. You can tell us at any time if you do not want this to happen.

## Will I have to wait?

Different services and locations have varying demands. We will prioritise clients according to how urgent and complex their needs are. If it is likely that you will experience a delay, we will contact you in writing.

## What if I can't keep an appointment?

You must provide us with a minimum of 48 hours' notice if you want to change or cancel an appointment. If you fail to provide us with that notice, you may be charged any fees associated with providing that service, unless there are extenuating circumstances.

If you miss several appointments without notifying us, we reserve the right to withdraw services from you.

This will ensure that other people requiring services do not miss out.

## Can I have a Care Plan?

A Care Plan helps you to set goals for your treatment and supports with a variety of health practitioners. It provides a summary of progress against the treatment goals, whilst also ensuring that you and all your health practitioners are working from the same plan. Our staff can work with you to create a new Care Plan or can contribute to an existing Care Plan. We will offer you a copy of your Care Plan and you can also request a copy at any time.

## Will my information be kept private?

Maintaining your privacy is important to us, and information you provide to us is confidential. To allow us to provide you with the best possible service, we will need to gather personal and medical information about you.

Consent is requested when you are first seen by NWRH to engage in or receive treatment and to only share your information with referrers or other identified services involved in your care. Your information may also be provided without your consent if required or authorised by law. You can withdraw or amend your prior consent at any time.

We will ensure all information is securely stored in an electronic system. Your information is accessible to NWRH clinicians and authorised staff and is used only for purposes related to the delivery, coordination and quality of your care and services. The types of information we store include your contact details, notes on your treatment, referrals and other information relevant to the service provided. For statistical analysis, quality improvement and planning purposes we are occasionally required to share de-identified information to State and Australian Governments.

You can gain access or correct any information we have on file about you. If you would like a copy of the NWRH Privacy and Confidentiality Policy, please contact our Townsville office: 1800 799 244, or go to our website [www.nwrh.com.au](http://www.nwrh.com.au).

We want to provide a high quality, professional service and we encourage you to tell us about your experience – good and bad – as we value and review all feedback provided to us.



## Compliments, Complaints and Feedback



NWRH values all compliments, complaints and feedback as an important part of improving our services and ensuring we provide safe, high-quality care.

You have the right to provide feedback about any aspect of your experience with NWRH. This includes making a compliment, raising a concern, submitting a complaint or providing suggestions for improvement.

You may be invited to complete a client satisfaction survey from time to time. Participation is voluntary and your feedback helps us understand what we are doing well and where we can improve.

Providing feedback, raising a concern or making a complaint will not affect the services you receive now or in the future. We are committed to responding respectfully, fairly and confidentially.

You can provide feedback by:

- Speaking directly with the staff member providing your service;
- Contacting the Team Leader or Manager on 1800 799 244; or
- Completing the feedback form on our website at [www.nwrh.com.au/contact/](http://www.nwrh.com.au/contact/).

You may choose to provide feedback anonymously through our website feedback; please see also our Whistleblower policy on page 9.

Where appropriate, NWRH will investigate concerns and complaints and keep you informed of the progress and outcome. We use feedback, complaints and incident information to identify opportunities for service improvement.

If you are not satisfied with the outcome of your complaint, or would prefer to raise your concerns externally, you may contact the relevant independent complaints body listed opposite:



SERVICES	CONTACT DETAILS
If you have a concern or complaint about any health service provider in Queensland, you can call or write to the Office of the Health Ombudsman.	<b>OFFICE OF THE HEALTH OMBUDSMAN</b> PO Box 13281 George St, BRISBANE QLD 4003 <b>Tel:</b> 13 36 46 <b>TIS:</b> 131 450 <b>NRS:</b> 133 677
The Office of the Public Guardian safeguards the rights and interests of people with impaired capacity by investigating allegations of neglect, exploitation and abuse.	<b>QLD OFFICE OF THE PUBLIC GUARDIAN</b> <b>Tel:</b> 1300 653 187
If you have a concern or complaint about Aged Care Services including; <ul style="list-style-type: none"> <li>• Commonwealth Home Support Program</li> <li>• Support at Home</li> </ul>	<b>AGED CARE QUALITY &amp; SAFETY COMMISSION</b> GPO Box 9819, BRISBANE QLD 4001 <b>Tel:</b> 1800 951 822 <b>TIS:</b> 131 450 <b>AIS:</b> 1800 334 944
ADA Australia's Aged Care Advocacy service provides information and individual advocacy support to people who have issues related to Commonwealth funded aged care services in Queensland.	<b>ADA Australia</b> <b>Tel:</b> 1800 818 338 <b>W:</b> <a href="http://www.aadaaustralia.com.au">www.aadaaustralia.com.au</a>
If you have a concern or complaints about your NDIS services and/or supports, you can contact the NDIS Quality and Safeguards Commission.	<b>NDIS QUALITY &amp; SAFEGUARDS COMMISSION</b> 215 Adelaide Street, BRISBANE QLD 4000 <b>Tel:</b> 1800 035 544 <b>TTY:</b> 133 677 <b>NRS:</b> 1300 555 727
If you have a concern or complaint about a Department of Social Services (DSS) funded services, you can contact the DSS.	<b>DEPARTMENT OF SOCIAL SERVICES</b> GPO Box 9820, CANBERRA ACT 2601 <b>Tel:</b> 1300 653 227 <b>TIS:</b> 131 450 <b>TTY:</b> 133 677 <b>NRS:</b> 1300 555 727
If your human rights have been limited by a public entity, you may be able to make a complaint with the Australian Human Rights Commission.	You can make a complaint no matter where you live in Australia. You can contact the commissions national information service by phone on 1300 656 419 or by email to <a href="mailto:infoservice@humanrights.gov.au">infoservice@humanrights.gov.au</a> . You can make a complaint online at <a href="http://www.humanrights.gov.au/complaints/make-complaint">www.humanrights.gov.au/complaints/make-complaint</a> . For any further information visit: <a href="http://www.humanrights.gov.au">www.humanrights.gov.au</a>
If you have concerns about NWRH not meeting the Child Safe Standards, you can contact Queensland Family and Child Commission.	<b>QUEENSLAND FAMILY AND CHILD COMMISSION</b> PO Box 15217, BRISBANE CITY EAST QLD 4002 <b>Tel:</b> 07 3900 6000 <b>E:</b> <a href="mailto:enquiries@qfcc.qld.gov.au">enquiries@qfcc.qld.gov.au</a>

**TRS** - Translating and Interpreting Service

**TTY** - Text Telephone

**NRS** - National Relay Service

**AIS** - Aboriginal Interpreter Services

## Whistleblower Policy

We are committed to maintaining a culture of integrity, transparency and accountability. We encourage all relevant individuals to raise genuine concerns about poor or unacceptable conduct, misconduct, or any improper state of affairs or circumstances, and to do so safely and with confidence that they will be protected and supported.

We are committed to upholding the rights, safety, dignity and wellbeing of people receiving health care, and to ensuring that concerns about care quality, safety or governance can be raised without fear.

Disclosures can be made verbally or in writing via any of the following:

- In person, by email or by phone to an eligible recipient; or
- By post marked "Private and Confidential" to the Chief Executive Officer, NWRH, PO Box 8056, Garbutt BC QLD 4814.



## Who else may offer services I need?

In an emergency or life-threatening situation call 000.

### MY AGED CARE

Tel: 1800 200 422

Web: [myagedcare.gov.au/](http://myagedcare.gov.au/)

### NATIONAL DISABILITY INSURANCE SCHEME

Tel: 1800 800 110

Web: [ndis.gov.au](http://ndis.gov.au)

### LIFELINE

Tel: 13 11 14

Web: [lifeline.org.au](http://lifeline.org.au)

### SANE

Tel: 1800 187 263

Web: [sane.org](http://sane.org)

### BEYONDBLUE

Tel: 1300 224 636

Web: [beyondblue.org.au](http://beyondblue.org.au)

### BROTHER TO BROTHER

Tel: 1800 435 799

### TAIHS

Tel: 07 4759 4000

Web: [taihs.net.au](http://taihs.net.au)

### DEADLY CHOICES

Web: [deadlychoices.com.au](http://deadlychoices.com.au)

### KIDS HELP LINE

Tel: 1800 55 1800

Web: [kidshelpline.com.au](http://kidshelpline.com.au)

### R U OK?

Web: [ruok.org.au](http://ruok.org.au)

### QUIT

Tel: 137 848

Web: [quit.org.au](http://quit.org.au)

### ALCOHOLICS ANONYMOUS

Tel: 1300 222 222

Web: [aa.org.au](http://aa.org.au)

### REACH OUT

Web: [reachout.com](http://reachout.com)

### HEALTH DIRECT

Tel: 1800 022 222

Web: [healthdirect.gov.au](http://healthdirect.gov.au)

### NATIONAL RELAY SERVICE

(for speech or hearing impairment)

Tel: 1800 555 660

Web: [relayservice.gov.au](http://relayservice.gov.au)

### HEADSPACE

Web: [headspace.org.au](http://headspace.org.au)

### 13YARN

Tel: 13 92 76

Web: [13yarn.org.au](http://13yarn.org.au)

### SUICIDE CALL BACK SERVICE

Tel: 1300 659 467

Web: [suicidecallbackservice.org.au](http://suicidecallbackservice.org.au)

### MENS LINE AUSTRALIA

Tel: 1300 78 99 78

Web: [mensline.org.au](http://mensline.org.au)

### QLIFE

Tel: 1800 184 527

Web: [qlife.org.au](http://qlife.org.au)

### MEDICARE MENTAL HEALTH

Tel: 1800 595 212

Web: [medicarementalhealth.gov.au](http://medicarementalhealth.gov.au)

## What are my rights and responsibilities?


As health care providers, NWRH respects your rights - we value an atmosphere of mutual trust and respect. As a result, the following client rights and responsibilities demonstrate our commitment to this partnership.

### In summary, you have a right to:

- Be treated with respect, courtesy and dignity.
- Have your culture, identity, beliefs and choices respected.
- Have your case assessed (or reassessed) without discrimination.
- Be informed about the services available and have the opportunity to participate in decisions about your care.
- Be given information about your health issues and the range of treatment options in a way that is easy to understand.
- Be given information about how treatments will affect you.
- Be informed about your ability to seek a second opinion.
- Have our staff consider their duty of care to keep you safe while they are providing the service.
- Have your privacy and confidentiality maintained.
- View and correct any information we hold about you.
- Have a relative, friend, advocate or interpreter be with you or act on your behalf.
- Express concerns about the service without fear of the service being withdrawn, reduced or penalised in any way.
- Be made aware of your right to refuse treatment, and have your withdrawal of consent to be respected.
- Make a complaint and have it dealt with seriously, fairly and quickly.

### In return, we would ask that you, as our client:

- Treat our staff with courtesy and consideration and respect our staff's privacy, culture, identity, beliefs and choices.
- Let us know if you can't keep an appointment.
- Treat others with respect: any kind of violence, harassment or abuse towards staff or other clients is not acceptable.
- Provide feedback to us about the care and treatment you receive from us.
- Provide us with up-to-date contact details and keep us informed if these change.
- Nominate your preferred place of service delivery where this choice is available.
- Actively participate in your treatment to ensure it is appropriate and acceptable (e.g. ask questions about your condition and proposed treatment to ensure that you understand about giving consent).
- Let us know if your circumstances change (such as a need to adjust the amount or type of service, or a change of advocate).
- Accept responsibility for the results of any decisions you have made with our staff about the type or level of service.
- Respect the rights of staff to work in a safe environment.
- Pay agreed fees on time.
- Infectious Disease – Advice to clients with existing appointments:
  - Please do not attend your appointment if you are unwell (including but not limited to fever, cough, difficulty breathing) please notify NWRH before the appointment. Our staff may reschedule the appointment or request that you wear an appropriate mask for your appointment.



We value an atmosphere of mutual trust and respect.

## What are my rights and responsibilities? (cont.)

### Respect and Safety

We want NWRH to be a safe and welcoming place for everyone.

We do not accept behaviour that makes others feel unsafe or uncomfortable. This includes things like:

- Aggressive, violent or threatening behaviour.
- Bullying or intimidation.
- Unwanted or inappropriate sexual comments or actions.

If this happens, you may be asked to leave, and we may not be able to continue providing services. In some situations, we may need to contact the Police.

### When we may stop a service

Our staff may need to stop or delay a service if someone:

- Is affected by alcohol or drugs.
- Is behaving in a way that feels unsafe.
- Is making inappropriate or sexual comments or advances.

If this happens, we can look at rescheduling your appointment for another time.

### Keeping everyone safe

Our staff are here to support you, and they also have the right to feel safe at work.

## What are my healthcare rights?

### I have a right to:

#### Access

- Healthcare services and treatment that meet my needs.

#### Safety

- Receive safe and high-quality health care that meets national standards.
- Be cared for in an environment that is safe and makes me feel safe.

#### Respect

- Be treated as an individual, and with dignity and respect.
- Have my culture, identity, beliefs and choices recognised and respected.

#### Partnership

- Ask questions and be involved in open and honest communication.

- Make decisions with my healthcare provider, to the extent that I choose and am able to include the people that I want in planning and decision-making.

#### Information

- Clear information about my condition, the possible so I can give my informed consent.
- Receive information about services, waiting times and costs.
- Be given assistance, when I need it, to help me to understand and use health information.
- Access my health information.
- Be told if something has gone wrong during my health care and what is being done to make care safe.



## What are my healthcare rights? (cont.)

### Privacy

- Have my personal privacy respected.
- Have information about me and my health kept secure and confidential.

### Give feedback

- Provide feedback or make a complaint without it affecting the way that I am treated.
- Have my concerns addressed in a transparent and timely way.
- Share my experience and participate to improve the quality of care and health services.

*Footnote: Australia Commission on Safety and Quality in Health Care*

*This is the second edition of the Australian Charter of Healthcare Rights. These rights apply to all people in all places where health care is provided in Australia.*

*The Charter describes what you, or someone you care for, can expect when receiving health care.*

*For more information refer to [www.nwrh.com.au/social-responsibility](http://www.nwrh.com.au/social-responsibility) or visit [safetyandquality.gov.au](http://safetyandquality.gov.au)*

## Incident Response and Reporting

NWRH are mandated to record incidents that occur when delivering care or services; a practice that allows a better understanding of what has occurred and a means to learn from and improve our services. If a reportable incident occurs when delivering Aged Care or Disability services, NWRH will report these to the

Aged Care Quality & Safety Commission or the NDIS Commission. Each participant will be provided with information about incident management processes, including how incidents involving them have been managed. It's always okay to speak up if you are concerned about an issue or incident.





## Aged Care Statement of Rights

### Independence, autonomy, empowerment and freedom of choice

You will have the right to make your own decisions and have control over:

- which funded aged care services you use
- how you access funded aged care services and who provides them
- your money and belongings
- how you live, even if there is some personal risk.

You will have the right to get support to make these decisions if you need to.

### Equitable access

You will have the right to a fair and accurate assessment to find out what funded aged care services you need.

This assessment should be done in a way that suits you. It should respect your:

- culture and background
- personal experience and the impact of any trauma you may have experienced
- cognitive conditions, such as dementia.

You will also have the right to get the kind of care you need, when you need it.

### Quality and safe funded aged care services

You will have the right to safe, quality and fair funded aged care services that treat you with dignity and respect.

This includes the right to access funded aged care services that:

- value and support your identity, culture and background
- respect your experience, including any trauma
- are accessible and meet your needs
- are free from violence, abuse and neglect.

You will have the right to access funded aged care services from:

- workers with the right training, skills and experience
- providers that meet all the conditions under the aged care laws.

### Respect for privacy and information

Your provider must:

- respect your personal privacy
- protect your personal information, such as information about your health and finances.

You will have the right to get records and information about your rights and the funded aged care services you use. This includes how much they cost.



## Aged Care Statement of Rights (cont.)

### Person-centred communication and ability to raise issues without reprisal

You will have the right to:

- get information in a way you understand
- give feedback.

You will have the right to communicate in the language or method you prefer. This includes using interpreters or communication aids if you need them.

You will also have the right to meet with your provider and your supporters in a way that suits you.

When there are issues with your funded aged care services, you will have the right to:

- get support from your provider
- complain without fear or being punished
- get a quick and fair response to your complaints.

### Advocates, significant persons and social connections

You may need support to understand your rights, make decisions or make a complaint. You will have the right to get this support from an independent advocate or someone else you choose.

Providers should respect the role of the people who are important to you.

You will have the right to stay connected with:

- the people who are important to you
- your community, including by taking part in leisure or cultural activities
- your pets.

Aboriginal and Torres Strait Islander peoples will have a right to stay connected with their community, Country and Island Home.





## Can I be a support person or advocate?

NWRH promotes family and friends inclusive practice, which means that you are more than welcome to have a family member or friend involved in your care as an advocate or support person. An advocate can help you as much or as little as you need. An advocate's role is to act on your behalf and in your best interests. You may decide to use an advocate for a variety of reasons:

- ▶ You want somebody, such as a carer, to be kept informed of how things are going with your treatment.
- ▶ Speaking or reading English may be difficult for you and you would like somebody independent to help.
- ▶ You want to discuss your treatment but feel uncomfortable or are unsure of how to do this.
- ▶ You are having problems with the service or staff and would like somebody to help raise issues and resolve them with us.
- ▶ You want an independent person who is keenly concerned with ensuring your rights are considered.
- ▶ You would just feel more comfortable having somebody with you.
- ▶ You can select a family member, friend or independent advocacy group who will act in your best interest. If you would like to use an advocate, we ask that both you and the advocate complete an Authority to Act as an Advocate Form (page 17). We can then include your advocate in discussions about your care. You can change your advocate at any time.

## Important information for advocates

- ▶ Take your role as advocate seriously and act in the best interest of the client.
- ▶ Complete the Authority to Act as an Advocate Form (page 17).
- ▶ Keep the client informed of any issues and developments about services negotiated or discussed on their behalf.
- ▶ Read this Guide and familiarise yourself with the client's Care Plan.
- ▶ Encourage the client to provide feedback on the services they receive.
- ▶ Advise us about any changes in the client's circumstances or concerns about his/her changing needs.



# Authority to act as an advocate

## Client details

Name \_\_\_\_\_

Address \_\_\_\_\_

Phone \_\_\_\_\_

I authorise the person named below to act as an advocate on my behalf and represent my interest in relation to my involvement with North and West Remote Health (NWRH).

I understand NWRH may discuss details of my Care Plan and the services it provides with my advocate when necessary.

This authority takes effect from \_\_\_\_/\_\_\_\_/\_\_\_\_ and replaces any previous arrangements.  
I understand I can change my advocate at any time and will advise the service of any change in writing.

Client's Signature \_\_\_\_\_ Date \_\_\_\_/\_\_\_\_/\_\_\_\_

## Advocate details

Name \_\_\_\_\_

Address \_\_\_\_\_

Phone \_\_\_\_\_

I have read the Important Information for Advocates in the NWRH Service User Guide and agree to act as the advocate for the above-named person.

Advocate's Signature \_\_\_\_\_ Date \_\_\_\_/\_\_\_\_/\_\_\_\_



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NWRH is a vibrant, not-for-profit company employing multidisciplinary teams to provide allied health, home and community supports, mental health, carer support, service navigation, headspace and wellbeing services in rural, regional and remote Queensland.

For assistance simply contact any of our friendly staff.

## How Do I Contact NWRH?

### Central West (Longreach)

19 Duck Street  
PO Box 256  
Longreach QLD 4730  
**Tel:** 07 4652 7100  
**Free call:** 1800 789 310

### Woolbubinya Doomadgee Wellbeing Centre

Lot 6, Gunnalunja Drive  
Doomadgee QLD 4830  
**Tel:** 07 4742 9400

### East Coast and Corporate (Townsville)

261-263 Ross River Road  
Aitkenvale QLD 4814  
PO Box 8056  
Garbutt BC QLD 4814  
**Tel:** 07 4781 9300  
**Free call:** 1800 799 244

### Normanton Wellbeing Centre

38 Dutton Street  
PO Box 185  
Normanton QLD 4890  
**Tel:** 07 4747 8800

### headspace Mackay

Caneland Central, Tenancy/2514 Mangrove Road  
Mackay QLD 4740  
**Tel:** 07 4898 2200

### headspace Sarina

1/71 Broad Street  
Sarina QLD 4737  
**Tel:** 07 4842 6750

### Kalngkurr Mornington Island Wellbeing Centre

292 Kaiadilt Street  
Wellesley Islands QLD 4892  
**Freecall:** 1800 221 131

### North West (Mount Isa)

53 Enid Street  
PO Box 1127  
Mount Isa QLD 4825  
**Tel:** 07 4744 7600  
**Freecall:** 1800 221 131

### Cairns Mental Health and Wellbeing Centre

1/214 Musgrave Road  
Westcourt QLD 4870  
**Tel:** 07 4781 9300

### Mackay Mental Health and Wellbeing Centre

110 Sydney Street  
Mackay QLD 4740  
**Tel:** 07 4781 9300

### Cloncurry Health Precinct

19-21 Scarr Street  
Cloncurry QLD 4824  
**Tel:** 07 4744 7600

### headspace Whitsundays

41 Main Street  
Proserpine QLD 4800  
**Tel:** 07 4842 6760

### Georgetown Mental Health and Wellbeing Centre

35 Saint George Street  
Georgetown QLD 4871  
**Tel:** 07 4781 9300





Contact our friendly team today to see what services we offer in your community!

[www.nwrh.com.au](http://www.nwrh.com.au)  
[info@nwrh.com.au](mailto:info@nwrh.com.au)



NWRH respectfully acknowledge the Traditional Owners, Elders and Leaders past, present and emerging as Custodians of the lands across which we deliver Health Services.