

SOUTH COASTAL HEALTH & COMMUNITY SERVICES

Organisational Charter of Rights

South Coastal Health and Community Services Charter of Rights describes your rights or the rights of someone you care for when accessing our organisations services.

I have the right to:

ACCESS

Healthcare services and treatment that meet my needs and are delivered in accordance with person-centred principles and recovery approaches which obtain the best possible outcomes.

BE GIVEN ASSISTANCE

When I need it, to help me to understand, use and access my health information. Be told if something has gone wrong during my health care, how it happened, how it may affect me and what is being done to make care safe.

INVOLVEMENT OF OTHERS

A collaborative approach to decision making, including respecting and facilitating my rights and the right to involve family members, carers and other personal support persons in planning, undertaking, evaluating and improving my treatment, care and support.

INFORMATION

Clear information about my condition, the possible benefits and risks of different tests and treatments, so I can give my informed consent. Receive information about services, waiting times and costs.

RIGHTS

Have my rights clearly explained including my legal rights and rights which also relate to representation, advocacy, complaints, procedures, services and access to personal information.

DELIVERY OF SERVICES

Services must be easily accessible and provide me with timely treatment, care and support which is high quality and based on contemporary best practice to promote recovery in the least restrictive manner that is consistent with my needs.

RESPECT

Be treated as an individual with dignity, respect, courtesy and compassion and must not be discriminated against or stigmatised. Have my culture, identity, spiritual beliefs, practices and choices recognised and respected while incorporating the views of significant others of my choice.

PRIVACY

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

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.

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.

PARTNERSHIP

Ask questions and be involved in open and honest communication. I must be involved within the decision making process which encourages self-determination and choice to the extent that I choose, and am able to include the people that I want in my planning and decision-making.