

## Alice Springs Hospital Management Board

Telephone: (08) 89517990  
Facsimile: (08) 89517665

All correspondence to:

Chairperson  
Alice Springs Hospital Management Board  
PO Box 2234  
ALICE SPRINGS NT  
0871

15 April 2008  
Nicola Dunbar  
Australian Commission on Safety and Quality in Health Care  
GPO Box 5480  
Sydney, NSW 2001

Dear Ms Dunbar,

### **Comment: Draft National Patient Charter of Rights**

Thank you for the opportunity to consider the Draft National Patient Charter of Rights. Members of the Alice Springs Hospital Management Board found the document interesting and have only a few concerns.

While the paper addresses issues around communicating with and providing for people from different cultures in various ways, we believe the Charter as worded is most effective for cultural groups that are relatively sophisticated and literate.

The Board suggested that it modified to be more inclusive of all Australians by being :

- Rendered in more culturally friendly form for, for example, rural Aboriginal people and some other people from non-Western cultures. This might include
  - translation into Aboriginal or other languages,
  - more drawings, cartoons and other visual aids, and/or
  - production in visual and spoken form - in Aboriginal languages
- More specific about ways and means of showing understanding and respect of cultural mores that are different from Anglo-Australian mainstream culture - such as those indigenous groups from remote areas.
- The subject of a more user friendly and practicable consultative process in the remote indigenous cultural groups context.

The Board believes that were the Draft Charter modified accordingly, it would become more effective in articulating the rights of all patients from across Australia.

It is a good initiative with the potential to become a useful addition to the Health and Medical Services environment across Australia.

Yours sincerely,

Michael Tyrrell  
A/ Chairperson

