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25 February 2008

Dr Nicola Dunbar
National Patient Charter of Rights
GPO Box 5480
SYDNEY NSW 2001

Email: mail@safetyandquality.gov.au

RE: National Patient Charter of Rights

Dear Dr Dunbar

Thank you for the invitation extended by Prof Chris Baggoley for QIP/AGPAL's response into the development of a National Patient Charter of Rights. We welcome the opportunity to comment.

Our comments relate as follows:

- (i) We acknowledge that the Qld HQCC is currently developing a Code of Health Rights and Responsibilities. As much as possible, there should be a National Charter of Patient Rights which becomes that to which all bodies refer.
- (ii) As an accreditation company, we are committed to assessing against the Standards as set by the Royal Australian College of General Practitioners or other standards setting bodies such as the Optometry Association Australia or Australian Physiotherapy Association. It may be appropriate for all standards setting bodies to be informed of any national charter developed so that it may be referenced in the Standards as they update them. Should the Standards change as a result of the work the Commission is doing on the National Charter of Patient Rights, then accreditation companies would be obliged to assess accordingly.

Whilst it is not the role of accreditation companies to direct what should (or should not) be included in the Standards, it is important from an accreditation perspective, that new initiatives are brought to the attention of standards setting organisations and that the profession then determines if such initiatives should be embedded or referenced in any resulting standards..

We look forward to continuing to receive advices of ongoing initiatives from the Commission and the opportunity to be involved.

Yours sincerely

A handwritten signature in black ink that reads "Marisa Vecchio". The signature is written in a cursive, flowing style.

Marisa Vecchio
CEO
AGPAL/QIP