

Australian Commission on Safety and Quality in Healthcare
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To whom it may concern,

The Health Community Councils (HCCs) located within the Southside Health Service District wish to convey their thoughts and opinions regarding the draft National Patient Charter of Rights. Please find attached a summary of comments collated from responses by HCC members.

Yours sincerely,

Bob Bishop
Chair Bayside HCC

Michael Yau
Chair QEII HCC

Max Howard
Chair Logan-Beaudesert HCC

**Australian Commission on Safety and Quality in Health Care
Draft National Patient Charter of Rights**

The Health Community Council members of the Southside Health Service District wish to acknowledge that:

- The Draft National Patient Charter of Rights is user friendly.
- The existence of both the Charter and Principles is useful because it delineates assumed rights.
- The Charter and Principles are suitable, clear and easy to understand for both patients and providers.
- The language used in the Charter and the Principles is appropriate. However, a different tone with reason to encourage patients to provide information might be more effective, e.g. "For the process of health service to be effective and appropriate, it is necessary that patients provide information, and to follow plans that....." In addition, the Charter and Principles need to be made available in a variety of languages.
- An altered layout using bullet points would be more useful for providers.
- The Rights should be inclusive of all elements of the consumer rights encapsulated in the HACC National Service Standards and in the Aged Care Act for recipients of community care packages. These rights are all covered with the exception of the right of consumers to be provided with information about the range of service options available. This has been mentioned in the explanatory notes regarding section 6, but should also be in section 5, i.e. "I am entitled to be informed about service **options**, treatment and care", and the explanatory statement amended to read "Thorough information about service **options**, treatment and care....." It's not a major issue as even though this right is not explicitly stated, the intent is implied.