



OT AUSTRALIA

Australian Association of Occupational Therapists

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Incorporated in WA. This Association has limited liability

Professor Baggoley
Chief Executive
Australian Commission on Safety and Quality in Healthcare
GPO Box 5480
SYDNEY 2001 NSW

Sent via email: mail@safetyandquality.gov.au

7 March 2008

Dear Professor Baggoley,

Re: Call for written submissions on a draft National Patient Charter of Rights

Thank you for your invitation for input into the development of a National Patient Charter of Rights.

OT Australia supports the development of a National Charter of Patient Rights as an important factor in safe and high quality healthcare, and especially supports raising the profile of patient charters, to ensure that patients have knowledge of the existence of the charters and their implications.

In response to the specific questions that the Commission is seeking feedback on, OT Australia has the following observations:

OT Australia supports the development of both the Charter and Principles. Although, there is some concern that the language used in the Charter may be too complex to be a useful document for patients. A suggestion is for a simple language version to be written, that is written to a reading level of Grade 5/6. That is, using shorter words, and less three (or more) syllable words.

Presenting the Charter in a small one page brochure seems ideal for distributing to patients, and will not be too intimidating for them to pick up and read.

Thank you again for the opportunity to provide input into the development of a National Patient Charter of Rights.

Yours sincerely

Ron Hunt
Chief Executive Officer