

Northern Australia Primary Health Limited

Statement of Healthcare Rights

The Northern Australia Primary Health Limited (NAPHL) Statement of Healthcare Rights is based on and reflects the Australian Charter of Healthcare Rights, Disability Services Act, United Nations Convention on the Rights of Persons with disabilities and other relevant legislation. The Statement describes the rights of consumers and other people using NAPHL health services as part of the Australian health system. These rights are essential to make sure that, wherever and whenever care and support is provided, it is of high quality, safe and promotes choice.

The Statement recognises that consumers receiving care and people providing care all have important parts to play in achieving healthcare rights. The Statement allows consumers, families, carers and services providers to share an understanding of the rights of people receiving health care and support services. This helps everyone to work together towards a safe and high quality health system. A genuine partnership between consumers and providers is important so that everyone achieves the best possible outcomes.

Guiding Principles

These three principles describe how the Charter of rights applies in the Australian health system.

1 Everyone has the right to be able to access health care and support services and this right is essential for the Charter to be meaningful.

2 The Australian Government commits to international agreements about human rights, which recognise everyone's right to have the highest possible standard of physical, mental health and wellbeing.

3 Australia is a society made up of people with different cultures and ways of life, and the Charter acknowledges and respects these differences.

NAPHL Values

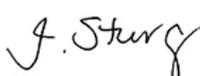


Further information is available at www.naphl.com.au and www.safetyandquality.gov.au

What can I expect from NAPHL healthcare?

MY RIGHTS	WHAT THIS MEANS
Access	
I have a right to health care and support services.	I can access services to address my healthcare needs, enhance independence and provide life choices.
Safety	
I have a right to receive safe and high quality care and support.	I receive safe and high quality care and support services, provided with professionalism, skill and competence.
Respect	
I have a right to be shown respect, dignity and consideration.	The care and support provided shows respect to me and my culture, beliefs, values and personal characteristics and circumstances.
Communication	
I have a right to be informed about services, treatment, options and costs in a clear and open way.	I receive open, timely and appropriate communication in a way I can understand.
Participation	
I have a right to be included in decisions and choices about my care and support.	I may join in making decisions and choices about my care and about program planning. I am provided autonomy and support in decision making.
Privacy	
I have a right to privacy and confidentiality of my personal information. I have a right to access my personal information held by the organisation.	My personal privacy is maintained and proper handling of my personal health and other information is assured by my provider and any other organisations that has authorised access to my information. I can ask to look at my records.
Comment	
I have a right to comment on my care and support and to have my concerns addressed.	I can comment on or complain about my care or support and have my concerns dealt with appropriately.


K. Arlett - NAPHL Board Chair


J. Sturgess - NAPHL CEO


supporting excellence
CERTIFICATION
ISO 9001:2008
QUALITY CERTIFIED ORGANISATION


supporting excellence
CERTIFICATION
National Standards for
Mental Health Services
QUALITY ACCREDITED ORGANISATION

NORTHERN AUSTRALIA
PRIMARY HEALTH LIMITED



A healthier future for all Australians