

CHARTER OF RIGHTS ALIGNMENT TO SA HEALTH AND NATIONAL HEALTH COMPLAINT CATEGORY

CHARTER OF RIGHTS	WHAT THIS MEANS	COMPLAINTS CATEGORY	SUB CATEGORY
<p>ACCESS</p> <p>Right to access health and community services</p>	<p>I have a right to access health and community services that meet my identified needs.</p>	<p>Access</p>	Attendance
			Delay in admission or treatment (excludes waiting lists)
			Discharge or transfer arrangements
			Referral
			Refusal to admit or treat
			Service availability
			Transport
			Waiting lists (excludes delay in admission or treatment)
			Admission to mixed gender accommodation
			Cancellation of surgery
<p>SAFETY</p> <p>Right to be safe from abuse</p>	<p>I have a right to be safe from abuse, or the risk of abuse, and to have my legal and human rights respected and upheld.</p> <p>I have a right to receive services free from discrimination and harassment.</p>	<p>Professional Conduct</p>	Assault (excludes consent not obtained)
			Impairment
			Sexual misconduct
			Safety / rights

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<p>QUALITY</p> <p>Right to high quality services</p>	<p>I have a right to receive safe, reliable, coordinated services that are appropriate to my needs and provided with care, skill and competence.</p> <p>Services I receive should comply with legal, professional, ethical and other relevant standards.</p> <p>Any incidents involving me are managed openly to ensure improvements.</p>	Corporate services	Administrative services
			Hotel services (accommodation)
			Hygiene/environmental standards (excludes infection control)
			Leisure and lifestyle
			Grounds
			Lost property
			Car parking
			Bedside computers
			Catering
		Professional conduct	TeleHealth
			Accuracy/inaccuracy of records
			Certificates/Reports
			Competence
			Financial fraud
		Treatment	Illegal practices (excludes financial fraud)
			Adverse outcome
			Coordination of treatment
			Diagnosis
			Inadequate treatment (excludes negligent treatment and competence)
			Infection control
			Medication
Negligent treatment (distinct from competence)			
Rough/painful treatment			
Withdrawal/denial of treatment (excludes refusal to treat)			
Wrong/inappropriate treatment			

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RESPECT Right to be treated with respect	I have a right to be treated with courtesy, dignity and respect. I have a right to receive services that respect my culture, beliefs, values and personal characteristics.	Communication	Attitude (excludes discrimination)
		Privacy / discrimination	Access to records
			Discrimination (excludes attitude and refusal to treat)
			Discrimination public / private
			Inconsiderate service (excludes attitude)
			Privacy / confidentiality
			Racial discrimination
INFORMATION Right to be informed	I have a right to open, clear and timely communication about services, treatment, options and costs in a way that I can understand. When needed, I have the right to a competent professional interpreter.	Communication	Attitude
			Inadequate information
			Interpreter / special needs services
			Wrong / misleading information (excludes consent not informed / failure to warn and information on costs)
			Cost
		Cost	Billing practices (excludes overcharging)
			Government Subsidies
			Information on costs
			Overcharging
			Private health insurance

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<p>PARTICIPATION</p> <p>Right to actively participate</p>	<p>I have a right to be fully involved in decisions and choices about services planned and received.</p> <p>I have a right to support and advocacy so I can participate.</p> <p>I have a right to seek advice or information from other sources.</p> <p>I have a right to give, withhold or withdraw my consent at anytime.</p>	Consent	Consent invalid
			Consent not informed / failure to warn excludes inadequate information)
			Consent not obtained
			Failure to involve or consent consumer
			Involuntary admission
Cost	Public / private election		
<p>PRIVACY</p> <p>Right to privacy and confidentiality</p>	<p>I have a right to have my privacy respected and my personal information kept confidential and secure.</p> <p>Personal information about me may not be disclosed without my consent, unless the disclosure is required to lessen or prevent a serious threat to life, wellbeing, or safety or is required by law.</p> <p>I have a right to request and gain access to my records, unless there is legal restriction in place. I can nominate person/s with whom information can be shared.</p>	Privacy / Discrimination	Access to records
			Privacy / confidentiality

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<p>COMMENT</p> <p>Right to comment and / or complain</p>	<p>I have a right to be listened to and to comment on, or make a complaint about services sought or provided to me.</p> <p>I have a right to have my complaint dealt with properly and promptly, and without retribution as a result of having made a complaint.</p> <p>I have a right to a representative of my choice to support and advocate for me when making a complaint.</p> <p>My feedback and complaints are managed openly to ensure improvements</p>	<p>Grievances</p>	<p>Inadequate / no response to complaint</p> <p>Reprisal / retaliation</p> <p>Patient behaviour</p>

Further information

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