The 10 Dignity Principles:
1. Zero tolerance of all forms of abuse
2. Support people with the same respect you would want for yourself or a member of your family
3. Treat each person as an individual by offering a personalised service
4. Enable people to maintain the maximum possibly level of independence, choice, and control
5. Listen and support people to express their needs and wants
6. Respect people's privacy
7. Ensure people feel able to complain without fear of retribution
8. Engage with family members and carers as care partners
9. Assist people to maintain confidence and a positive self esteem
10. Act to alleviate people's loneliness and isolation.

Dignity in care matters!

For more information

Central Adelaide Local Health Network
Dignity in Care
28 Woodville Road,
Woodville South, SA 5011
dignityincare@health.sa.gov.au

If you require this information in an alternative language or format please contact SA Health on the details provided above and they will make every effort to assist you.
About Dignity in Care

Launched for the first time in Australia in early 2011 at TQEH and with Maggie Beer as the Patron, the Dignity in Care program aims to change the culture of SA health services by reinforcing the importance of treating patients with dignity and respect.

This new SA program, with 300 enthusiastic champions already enlisted, is modelled on the UK program launched in 2004, which now has more than 26,000 dignity champions.

Definition of dignity

Dignity is concerned with how people feel, think and behave in relation to the value of themselves and others. To treat someone with dignity is to treat them in a way that is respectful of them and as valued individuals. In a care situation, dignity may be promoted or lessened by physical environment, organisation cultures, attitudes and behaviour of the nursing team or others. When dignity is present, people feel in control, valued, confident, comfortable and able to make decisions for themselves.

What is a dignity champion?

Dignity champions believe ensuring dignity and respect for people using care services is worth pursuing. To dignity champions, being treated with dignity isn’t an optional extra, it’s a basic human right. They believe it is not enough that care services are efficient. They must be compassionate too. Champions aim to work in partnership with care providers to improve the quality of services.

Role of a champion

Dignity champions:
> stand up to disrespectful behaviour
> act a role model by treating people with respect.
> speak up about dignity to improve services.
> influence and inform other staff.

A dignity in care champion’s role will vary according to knowledge and the type of work they are involved in. There are many small things that a champion can do which can have a big impact on people’s lives.

Further information

If you would like to become a champion or would like further information please send us an email: dignityincare@health.sa.gov.au

1. Royal College of Nursing, 2012, RCN’s Definition of Dignity
   http://www.rcn.org.uk/development/practice/dignity/rcns_definition_of_dignity
2. Department of Health 2008, Dignity in Care: Becoming a Champion
   http://www.dignityincare.org.uk/_library/Dignity_in_Care_A5_final.pdf
3. Kirklees Council, n.d, Dignity in Care: What is a dignity in care champion

10 Dignity in Care Principles

Dignity in Care matters at The Queen Elizabeth Hospital

1. Zero tolerance of all forms of abuse.
2. Support people with the same care needs you would want for yourself or a member of your family.
3. Treat each person as an individual offering personalized care.
4. Enable people to make choices and decisions.
5. Treat each person with dignity.
6. Respect people’s privacy.
7. Treat people respect without regard to gender.
8. Engage with family members as care partners.
9. Assist people to maintain an active and purposeful life.
10. Act to alleviate persons fears and anxieties.