



**Corporate  
Bodies  
International**

**Charter of Healthcare Rights**

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## What is the Australian Charter of Healthcare Rights?

At Corporate Bodies International (CBI) we recognise that all participants of our health promotion services have certain rights and responsibilities. The Australian Commission on Safety and Quality in Healthcare has released the *Australian Charter of Healthcare Rights*, which is used by CBI to ensure that the care we provide to individuals is safe and of a high quality (1). These rights extend to both us as a healthcare provider and to you as the consumer of our services. We are committed to achieving the very best outcomes for you.

## Corporate Bodies International Charter of Healthcare Rights

### 1. ACCESS

#### Your Rights

- To participate in the services we are delivering
- To have access to our services through the exchange of open communication and information, prior to the delivery of our service
- To receive information and access to further medical treatment or referral options (as appropriate).

#### Your Responsibilities

- To be committed to attend the intended service that you have signed up for
- To give due notice of your inability to attend a planned service
- To accept that CBI may not be able to provide you with all the services you require.

### 2. SAFETY

#### Your Rights

- To receive a safe and high quality service
- To receive information and advice from our Health Professionals that is accurate
- To have all assessments performed competently by our Health Professionals
- To receive care and advice from our Health Professionals that is sensitive to your needs.

### Your Responsibilities

- To provide our Health Professionals with accurate information about specific health indicators, which may have an impact on the service and care that we deliver
- To alert our Health Professionals if you are not feeling well or comfortable during the delivery of our service.

### **3. RESPECT**

#### Your Rights

- To be shown respect, dignity and consideration by our Health Professionals during participation in a our services
- To be given information and advice that is respectful of your culture and religion.

#### Your Responsibilities

- To be respectful and courteous towards our Health Professionals
- To be respectful of the thoughts and opinions of others in a group setting (if applicable)
- To educate our Health Professionals or others in a group about your culture and beliefs, so they can be respectful and respond to your needs.

### **4. COMMUNICATION**

#### Your Rights

- To be informed about some of the services and referral options available to you in a way that is clear and honest
- To understand and fully comprehend the information and advice our Health Professionals provide
- To have any confusion or misunderstanding clarified by our Health Professionals to your satisfaction
- To request the assistance of an interpreter or support person to enhance your understanding of any CBI service.

### Your Responsibilities

- To be as open and honest as possible to our Health Professionals and ask for more information if you don't understand the information provided to you
- To advise our Health Professionals if English is not your first language or if you have any other known language communication or interpretation need

## **5. PARTICIPATION**

### Your Rights

- To be included in decisions and choices about your health and any advised follow-up care or referral
- To be informed by our Health Professionals about your right to refuse or withdraw consent at any time before, during or after a CBI service.

### Your Responsibilities

- To ask any questions of our Health Professionals, so that you are well informed of your results and referral options
- To participate in group discussions and activities (if applicable) to add to the topic of discussion and to share with others as appropriate
- If I choose to withdraw or not comply with the intended service, I will accept the consequences of that decision.

## **6. PRIVACY**

### Your Rights

- To have your personal and health information treated with privacy and confidentiality
- To have your personal and health information handled, stored, accessed and used according to Privacy Legislation

### Your Responsibilities

- To accept that your personal and health information may be provided to external healthcare providers, but only with your knowledge and implied consent
- To request that your personal and health information is correct and accurate
- To respect the privacy and confidentiality of others

## **7. COMMENT**

### Your Rights

- To comment on your care and experience with CBI
- To have any concerns or complaints investigated and responded to

### Your Responsibilities

- To inform our Health Professionals of any problem or concern so they can respond to it
- To comment on your experiences when asked for feedback on our services
- To participate and co-operate in the efficient and equitable resolution of any complaint or concern.

## **GIVING A COMPLIMENT OR MAKING A COMPLAINT**

Your feedback, both positive and negative, is important to us and assists us in continuing to improve the services we provide. If you are unhappy with any aspect of CBI's service or staff or wish to give us a compliment, please call us on 1300 21 31 41. For any issues relating to the collection, use, storage and disclosure of personal or health information and/or participant consent, please refer to the Privacy & Consent Policy on our website; [www.corporatebodies.com.au](http://www.corporatebodies.com.au).

## Reference

1. Australian Commission on Safety and Quality in Healthcare. Australian Charter of Healthcare Rights; (updated 24<sup>th</sup> September 2010; cited 8<sup>th</sup> June 2011) Available from; <http://www.health.gov.au/internet/safety/publishing.nsf/content/PriorityProgram-01>