



## CHARTER OF RIGHTS POLICY & PROCEDURES

Policy number	WCF17	Version	CORP001
NSQDMH Standard	2.1	Approved by Board on	12/10/2022
Drafted by	Melissa Cohen	Last review by Board	
Responsible person	Adam Scott	Next Review	November 2024

### SCOPE

This policy applies to all volunteers, employees & Board members of White Cloud Foundation.

### PURPOSE

The purpose of this policy is to ensure that all volunteers, employees, and Board members are aware of the important obligations and responsibilities they have in upholding White Cloud Foundation's Charter of Rights to ensure that all people seeking and receiving care through the Tele-Mental Health Service are protected at all times. It also details how the Charter of Rights is disseminated and explained to service users and how their feedback about the Charter of Rights is sought.

### DEFINITIONS & ABBREVIATIONS

- *WCF*: White Cloud Foundation
- *TMH*: Tele-Mental Health
- *Volunteers*: This includes both people volunteering their time to work for WCF and students that are working for WCF on placement.
- *NSQDMH: National Standards of Quality Digital Mental Health*: The Australian Commission on Safety and Quality in Health Care is currently developing an independent assessment scheme for the NSQDMH Standards. This will include agreed ways for service providers to use their self-assessment to show service users, consumers, and carers how well they conform to the NSQDMH Standards. It will also include an independent assessment process to assess service providers against the NSQDMH Standards. It is anticipated that the assessment scheme will be available for implementation from late 2021.
- *Australian Charter of Healthcare Rights*: The Charter describes the rights that consumers, or someone they care for, can expect when receiving health care. This Charter was developed by the Australian Commission on Safety and Quality in Health Care.

## POLICY

All TMH service users have the right to safe and high-quality health care. WCF have developed their Charter of Rights in accordance with the *Australian Charter of Healthcare Rights*. This meets the recommendation of the NSQDMH in their Partnering with Consumers Standard 2.1.

The WCF Charter of Rights covers seven key areas: Access, Safety, Respect, Partnership, Information, Privacy & Feedback. These are specifically relevant to the way in which the TMH service operates and interacts with its service users.

The WCF Charter of Rights is provided to all new employees and volunteers during the induction process. WCF outlines its consumer rights and expectations of how a high-quality service should be provided from the outset.

WCF ensures that the Charter of Rights is accessible and understood by all its service users as detailed in the procedures section of this policy.

## CHARTER OF RIGHTS PROCEDURES

### RESPONSIBILITIES

All service users and consumers have the right to:

- Access a service that meets their needs;
- Be treated with dignity and respect;
- Have their culture, identity, beliefs, and choices recognised and respected;
- Receive safe and high-quality health care;
- Be cared for in an environment that is safe and makes them feel safe;
- Ask questions about their health care;
- Make decisions with their clinician;
- Include people that they would like in the planning and decision making;
- Get clear information so that there can provide informed consent;
- Receive information about services, waiting times and any costs;
- Be given help to understand information of they need it;
- Access their health information;
- Be told if something has gone wrong with their care, how it happened, how it may affect them and what is being done to make it safe;
- Have their privacy respected, including privacy of their body, belongings, information, and personal space; and
- Have information about themselves and their health kept secure and confidential.

It is the responsibility of WCF Board members, employees, and volunteers to ensure that:

- The WCF Charter of Rights and Policy remains updated and relevant to the activities of the organisation;
- Information & training resources are disseminated to volunteers and employees to identify how their role is pivotal in promoting and upholding the rights of service users;
- Volunteers and employees reflect on their interactions with service users, ensuring that they have empowered them to feel able to communicate their needs and rights;

- Information is sought when needed, so that volunteers can provide service users with up to date, relevant information;
- Intake note templates detail and explain the Charter of Rights, and this is documented clearly in the service users notes;
- When patient satisfaction surveys are completed, feedback regarding their awareness of the Charter of Rights is gained; and
- Feedback from service users or other stakeholders is used to improve the way in which WCF implements, disseminates, and reviews its Charter of Rights and Policy.

## PROCEDURES

In accordance with the policy outlined above, the steps below will be followed to provide service users with the WCF Charter of Rights, the opportunity to have these explained, and how to give feedback.

- The WCF Charter of Rights will be displayed on the WCF website so that service users have an expectation of their rights from the outset.
- Volunteer and staff induction will include reference to the Charter of Rights and WCF's expectation of how they are to provide this to the service user.
- A link to the WCF Charter of Rights will be provided to service users at time of obtaining initial consent, this will contain information about how to access different versions (other than English) of the Australian Charter of Healthcare Rights on which the WCF Charter of Rights is based.
- During the initial intake assessment, the clinician will document that the WCF Charter of Rights has been received, understood and whether they have any questions about this.
- When conducting patient satisfaction surveys direct questions will be asked about the WCF Charter of Rights to gain feedback and facilitate service improvement.

## REFERENCES

Supporting Documentation
White Cloud Foundation Charter of Rights: <a href="https://whitecloudfoundation1.sharepoint.com/:b:/s/STRATUS/ES52io1TpiRAp54i1OVBlbIBJmz4gbesVL7SFJJOXoWy7g?e=8mtewZ">https://whitecloudfoundation1.sharepoint.com/:b:/s/STRATUS/ES52io1TpiRAp54i1OVBlbIBJmz4gbesVL7SFJJOXoWy7g?e=8mtewZ</a>
Links
Australian Charter Of HealthCare Rights: <a href="https://www.safetyandquality.gov.au/consumers/working-your-healthcare-provider/australian-charter-healthcare-rights">https://www.safetyandquality.gov.au/consumers/working-your-healthcare-provider/australian-charter-healthcare-rights</a>
NSQDMH Standards
2.1



# CHARTER OF RIGHTS

Everyone who is seeking or receiving care in Australia has certain rights as detailed in the Australian Charter of Health Care Rights.

White Cloud Foundation promotes these rights in the following ways:

## 1 ACCESS

- You have the right to access our service in a way that meets your needs, appointments will be by phone or video call. Our clinicians will call you for your booked appointments
- There is no charge for our service and you are not required to have a Mental Health Care Plan.
- You can see one or all of the different types of clinicians. Because our service is delivered by Telehealth our service is available to all Queenslanders.



## 2 SAFETY

- You have the right to receive safe, high quality care.
- All of our staff adhere to a Code of Conduct that sets standards for behaviour, language and interactions.
- If you have any concerns you have the right to raise these and have them dealt with appropriately.



## 3 RESPECT

- You have the right to be treated with dignity and respect and the White Cloud Foundations values reflect this, both for interactions with service users and within the organisation itself.
- Clinicians will listen and be respectful of your preferences in regard to ways in which our service is delivered



## 4 PARTNERSHIP

- You have the right to be involved in open, honest communication with our clinicians and service managers.
- We will provide you with a detailed consent form and we are happy to explain the ways we work in more detail at any point.
- You have the right to ask questions about the care we provide at any point and you can choose when you want to stop, change or pause your care.
- We will inform you if we cannot provide you with a service and suggest other services that may be appropriate for you.
- You have the right to involve others in your care as you choose in accordance with State Law.



## 5 INFORMATION

- You have the right to receive information about the way we provide service to you and to ask questions that help you to understand this.
- We provide informed consent and you can ask at anytime for further information about this.
- You can request your information at anytime in accordance with Australian Law.
- We will tell you if something goes wrong and explain the ways in which we are addressing this issue.



## 6 PRIVACY

- You have the right to have your personal privacy protected and the ways we collect, use and discuss information are in accordance with Privacy laws.
- Your information is kept confidential and is not disclosed unless it is required by law.
- You have the right to raise concerns about how your information has been handled.



## 7 GIVE FEEDBACK

- You have the right to provide positive or negative feedback to us and this will not affect the way in which you are treated.
- We welcome input from our service users as this helps us to improve the quality of the service we provide.
- You have the choice in the way you provide feedback, this could be to your clinician or service manager.
- Any concerns will be responded to in a timely way.

