

Position Statement - Charter of Disability, Aged Care and Healthcare Rights

Consistent with our values of hospitality, healing, stewardship and respect, Calvary has an expectation that all clients, residents and patients are provided with care and service in manner that upholds their respective and collective rights.

Disability Rights

Wherever Calvary provides care and services to people living with a disability and accessing supports under National Disability Insurance Scheme (NDIS), the participant service charter, and NDIS Code of Conduct [1] will be adopted by all staff.

The NDIS Code of Conduct promotes safe and ethical service delivery by setting out expectations for the conduct of providers such as Calvary and our workers. The obligations in the Code are fundamental to the rights of people with disability set out in the UN Convention on the Rights of Persons with Disabilities. Staff who work with NDIS participants will uphold the elements of the Charter. The Charter is displayed in all Services providing support to NDIS participants.

Aged Care Rights

Calvary has implemented the requirements associated with Charter of Aged Care Rights [2] and adopted the 14 fundamental protections afforded under the Charter.

In line with these requirements, Calvary staff provide consumers with a copy of the Charter and assist consumers to understand their rights. Consumers will also be given reasonable opportunity to sign a copy to acknowledge their receipt and understanding of the information provided.

Posters displaying the key principles of the Charter of Aged Care Rights are displayed in all our Residential homes, printed copies are available at front reception and in the agreements or handbooks provided at admission. The Charter is available in different languages.

Healthcare Rights

Calvary Hospitals, acute, and sub-acute health care services have adopted the Australian Charter of Healthcare Rights, second edition [3], developed by the Australian Commission on Safety and Quality in Health Care. These rights apply to all people receiving health care in Australia.

The Australian Charter of Healthcare rights is easily accessible for patients, carers, families and consumers through the Calvary website, posters and leaflets at entry points and key locations throughout the services, and via links and references in patient admission information. The Charter is available in different languages. Calvary ensures the Charter of Healthcare rights is built into relevant organisation policy and procedures, and staff are informed about their responsibility for upholding the Charter of Healthcare Rights.

References

[1] NDIS Quality and Safeguards Commission, (2022). [Online]. Available: <https://www.ndiscommission.gov.au/providers/ndis-code-conduct>.

[2] Aged Care Quality and Safety Commission, (2022). [Online]. Available: <https://www.agedcarequality.gov.au/consumers/consumer-rights>.

[3] Australian Commission on Safety and Quality in Health Care, "publications and resources," 2020. [Online]. Available: <https://www.safetyandquality.gov.au/publications-and-resources/resource-library/australian-charter-healthcare-rights-second-edition-a4-accessible>.