

Policy area	Care
Title	Healthcare Rights and Responsibilities
Purpose	Bloomhill Cancer Care has adopted the Australian Charter of Healthcare Rights (second edition) to enable consumers and their loved ones, carers, families and healthcare providers to share an understanding of the rights of people receiving care through Bloomhill. The Charter of Healthcare Rights describes what clients and consumers can expect when receiving care through the Bloomhill Cancer Care.

### Scope

Bloomhill Cancer Care is committed to delivering care that is safe and high quality to all clients touched by cancer, their loved ones, carers and family members.

### Our Commitment

Bloomhill adheres to the Charter of Healthcare Rights and is committed to ensuring that all clients and consumers accessing our services are aware of their rights.

### Application

This policy applies to Bloomhill staff, contractors, volunteers who are performing work at the direction of, in connection with, or on behalf of Bloomhill Cancer Care.

### Client Healthcare Rights

Bloomhill Cancer Care clients have a right to:

#### Access

- Healthcare services and treatment that meets their needs.

#### Safety

- Receive safe, high quality health care that meets national standards.
- Be cared for in an environment that is safe and makes them feel safe.

#### Respect

- Be treated as an individual with dignity and respect.
- Have their culture, identity, beliefs and choices recognised and respected.

#### Partnership

- Ask questions and be involved in open and honest communications.
- Make decisions with their healthcare provider, to the extent that they choose and are able to at the time.
- Include the people that they want in planning and decision making.

### Information

Clear information to understand their condition better and have meaningful conversations with their treating team, which will assist them in making informed decisions about their healthcare.

Receive information about services and what is required.

Be given assistance, when they need it, to help them to understand and use health information.

Access to their health information.

Be told if something has gone wrong when receiving support services, how it happened, how it may affect them and what is being done to make care safe.

### Privacy

Have their personal privacy respected.

Have information about them and their health kept secure and confidential.

### Give feedback

Provide feedback or make a complaint without it affecting the way they are treated.

Have their concerns addressed in a transparent and timely way.

Share their experience and participate to improve the quality of care and health services.

Refuse to provide a service at its discretion if providing that service is not suitable or appropriate at the time.

### Roles and Responsibilities

Roles	Responsibilities
The Leukaemia Foundation Board	Continuously model and promote adherence to this Policy, relevant legislation and associated policies/procedures.
General Manager and Operations Lead	<p>Ensure all workplace participants are aware of this Policy and make it easily accessible.</p> <p>Continuously model and promote this Policy, relevant legislation and associated policies/procedures.</p> <p>Promote an organisational culture that is in line with this Policy.</p> <p>Implementation of this Policy, by communicating the importance of this document and ensuring this document remains up to date and relevant.</p>

Leads	<p>Ensure the implementation of this Policy and related policies/procedures within their teams.</p> <p>Continuously model and promote this Policy, relevant legislation and associated policies.</p> <p>Support their teams to comply with this Policy and associated policies/procedures.</p>
Staff, Contractors and Volunteers	<p>Ensure compliance with this Policy and associated policies/procedures.</p> <p>Make reasonable enquiries with their manager where uncertainty exists relating to any part of this Policy and associated policies/procedures.</p>

Bloomhill promotes a culture where clients are treated with fairness and dignity; and respectful behaviour is the only acceptable way of conducting business. All staff are required to comply with this policy and any wilful breaches maybe subject to disciplinary action. Such action may include termination of employment.

### Review Period

Bloomhill Cancer Care will review this policy based on feedback from staff and clients, complaints made about service delivery and as part of the 3 yearly formal review process.