



## Charter of Rights for ISEPICH Community Members

### Introduction

The Inner South East Partnership in Community and Health (ISEPICH) is a voluntary alliance of primary health service providers, which includes a broad range of health and community services.

This charter of rights and responsibilities for community members is a set of principles, which applies to all organisations that are members of ISEPICH.

### Who are community members?

The term "community members" refers to those currently using services, and to potential users of services, as well as their carers, family and support people.

## COMMUNITY MEMBERS' RIGHTS

### Information

Community members have the right to:

- be informed of the full range of health and community services available,
- be informed of the names, the roles and contact details of those organisations that make up the team providing the service to them,
- be given objective information, including evidence-based information, on all health matters (any commercial interest should be declared),
- be informed of all aspects of care and treatment in a language and format that is understandable,
- have their informed consent sought and received prior to the disclosure of any of their personal information to another agency,
- have all personal information kept secure as required by the *Health Records Act 2001*,
- stipulate that certain personal information remain confidential,
- be informed of costs at the time of making an appointment.

### Access

Community members have the right to:

- access to the full range of health and community services available in the ISEPICH catchment,
- receive treatment and services on the basis of need,
- access to accredited interpreters,
- be informed of changed appointment times as early as possible,
- have their informal carers and advocates recognised and treated with respect by service providers,
- be referred to, or informed of, alternative sources of care.

### Choice and Participation

Community members have the right to:

- participate in developing their care plans,
- participate in decisions about their care,
- withdraw from care by a service provider without prejudice to their future health or community care,
- request a change of individual health or community care service worker within a service organisation or change to a different service organisation,
- choose not to participate in the training of health or community care service providers,
- contribute to both the planning and implementation of ISEPICH initiatives.

### Quality

Community members have the right to:

- be treated with dignity and respect,
- have their privacy respected,
- receive care in a manner that respects their culture, religion, gender, sexuality, age and social circumstances,
- receive a quality of care that is guided by the principles of the social model of health,<sup>i</sup>

## Quality (continued)

Community members have the right to:

- receive care from accredited services and qualified workers,
- engage the help of a person of their own choice in the process of their care,
- provide feedback on their care and make suggestions as to how it could be improved,
- commend and encourage their care providers,
- make a complaint without fear of retribution,
- have complaints resolved in a timely manner following a mutually agreed process, including the provision of information on the Health Services Commissioner.

## Environment

Community members have the right to:

- a clean, safe and secure environment,
- sensitivity to their needs and diverse circumstances.

## COMMUNITY MEMBERS' RESPONSIBILITIES

### Information

Community members have the responsibility to provide information that assists care providers to plan, deliver and review their care.

### Access

Community members have the responsibility to:

- pay agreed costs and inform service providers if difficulties arise in relation to payment,
- inform service providers about changed appointment times as early as possible.

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<sup>i</sup> The social model of health recognises that political, environmental, economic and social factors affect an individual's health.

## Quality

Community members have the responsibility to:

- treat others with dignity and respect,
- respect other people's privacy.

## Environment

Community members have the responsibility to:

- treat service provision environments with respect,
- provide a safe and smoke-free environment to service providers visiting their home.

## MEMBER AGENCIES' RESPONSIBILITIES

This Charter of Rights and Responsibilities establishes principles for a mutually respectful relationship between ISEPICH member agencies and people who currently use their services or may use their services.

In signing the Memorandum of Understanding as a member agency of ISEPICH, agencies accept this Charter of Rights as a set of principles that will be incorporated in their practice.

Member agencies have the responsibility to:

- ensure they have in place policies and procedures that reflect these principles,
- monitor performance of these policies and principles as part of quality improvement.

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This Charter was first developed in 2001 by the ISEPICH Community Advisory Group and revised in 2006.

A full list of ISEPICH member agencies is available on the website [www.isepich.org](http://www.isepich.org) or by contacting Barry Hahn as above.