

CONSUMER RIGHTS POLICY

To be reviewed by:

Date: November 2021

1. INTRODUCTION

Hepatitis SA provides services to consumers which recognise their needs, uphold their rights and encourage their co-operation with Hepatitis SA's operational policies and procedures.

2. POLICY

Hepatitis SA has a commitment to supporting consumer rights and Hepatitis SA's Consumer Rights Statement is based on the eight rights contained in the National Patient Charter of Rights:

Access, Respect, Safety, Communication, Information, Participation, Privacy, Redress

A Statement of Hepatitis SA's *Expectation of Consumers* has also been developed to encourage mutual respect and a co-operative relationship between Hepatitis SA and consumers.

3. PROCEDURE

Hepatitis SA's Consumer Rights Statement, including Hepatitis SA's *Expectations of Consumers*, is accessible to consumers via the Hepatitis SA website and will also be made available to them via other channels upon request.

Staff and volunteers will abide by the principles contained in Hepatitis SA's Consumer Rights Statement in all their dealings with consumers of Hepatitis SA services. A breach of Consumer Rights may result in disciplinary action being taken.

CONSUMER RIGHTS

Consumers of services provided by Hepatitis SA Inc. have the right to:

Access:

Consumers are entitled to equitable access to appropriate and timely services based on need and transparent decision making

Respect:

Consumers will be treated with dignity and respect by all staff and volunteers.

Safety:

Consumers are entitled to services that are professional, in an environment that is safe, supportive and responsive to cultural and personal needs. Refer to Child Safe Environment Policy for consumers who are children and young people.

Communication:

Consumers are entitled to communication that is open, detailed and understandable, including the use of an interpreter (where needed and available). They have the right to be heard and are entitled to ask questions and to receive appropriate responses

Information:

Consumers are entitled to information that is clear, comprehensive, prompt, courteous and helpful, enabling them to be well informed about choices and options.

Participation:

Consumers are entitled to question and be involved in decision making about their health.

Privacy:

Consumers are entitled to expect that their personal information will remain confidential and will be collected, disclosed and stored in accordance with relevant privacy legislation.

Redress:

Consumers are entitled to provide feedback or make complaints about the services they receive and to have any concerns dealt with properly and promptly, without fear of reprisal or diminished service.

Expectations of Consumers

- Consumers of Hepatitis SA services will be encouraged to:
- Abide by the policies and practices of Hepatitis SA at all times, and to ask a staff member for clarification if any uncertainty exists.
- Respect the rights and needs of other consumers, staff and volunteers including maintaining reasonable levels of conduct, privacy, trust, integrity and confidentiality.
- Personally act in a safe manner and contribute to a safe and harassment-free environment.
- Care for their own health and well-being, as far as they are capable.
- Inform Hepatitis SA as far as they consider reasonable, about their circumstances and needs.
- Acknowledge that whilst Hepatitis SA will always try to act in the best interests of consumers, it may not be able to fully meet their needs, particularly where

relevant consumer information is not clear or is not provided, or resources are limited.