

# Person and Family-Centred Care Charter

Our core business is the consumer and their family. Our promise to you is to uphold the following pillars of Person and Family-Centred Care:

## 1 Treat consumers and their family with dignity and respect.

*This means I will:*

- > Always introduce ourselves, so that consumers know our name and position.
- > Speak in a positive and relaxed vocal tone.
- > Respect the consumer's family context as an important aspect of care.
- > Always look for opportunities to work in partnership with consumers.
- > Make the consumer feel safe, supported and comfortable.
- > Explain healthcare rights and ensure the consumer and their family have understood what these mean.
- > Respect privacy and confidentiality at all times.
- > Facilitate connection to supports within community.

## 3 Actively involve consumers in decision making.

*This means I will:*

- > Respect consumers' right to make decisions regarding their healthcare.
- > Support consumers to make informed choices by explaining all treatment options, the possible benefits and harms of those options and the likelihood of the benefits and harms to occur.
- > Answer questions from consumers about the care we provide to actively engage them in decision making.
- > Provide respectful and thoughtful answers to consumer questions.

## 2 Communicate information clearly and openly with the consumer.

*This means I will:*

- > Give information about what services we provide and what consumers can expect from us.
- > Check that consumers understand what we are saying and explain all options of treatment.
- > Always provide an interpreter when required and double check for misunderstandings.
- > Ensure that consumers have enough information to fully understand their health situation.
- > Remember to explain the meaning of medical terms and acronyms, and minimise jargon.
- > Involve consumers in the formal handover of information from shift to shift and division to division.
- > Be honest about any misunderstandings and seek to remedy.
- > Actively welcome questions and feedback about consumer experiences under our care.
- > Always involve consumers and their family in handover and discharge decisions.

## 4 Be positive and kind.

*This means I will:*

- > Be welcoming and keep consumer comfort a top priority.
- > Actively listen and ensure we understand the needs of the consumer.
- > Treat consumers in a calm and mindful manner.
- > Be considerate in our conversations with consumers and mindful of those who can overhear discussions.
- > Smile.

*Disclaimer: The above charter should be read in conjunction with our information on Consumer Rights and Responsibilities and the Charter of Healthcare Rights for SA Health.*

Find out how I can get certified for person and family centred care by visiting [www.wch.sa.gov.au/consumerandcommunity](http://www.wch.sa.gov.au/consumerandcommunity)