

Getting involved

This service is participating in the National Standards Assessment Program (NSAP).

Feedback from patients and their families and carers is essential to assess the quality of care this service provides.

Providing feedback about your experience is an important way for services to understand how they can improve the care they provide to all patients, their families and carers.

If you choose to participate, you might be asked for an interview or to complete a questionnaire.

It is important that you provide honest feedback – both positive and negative – to ensure that the service gains a good understanding of your experience and how they might be able to improve in the future.

Providing feedback is, of course, voluntary. If you decide not to participate, it will not affect you in any way. Should you choose to participate, your answers will be kept completely confidential.

We hope you will consider participating.

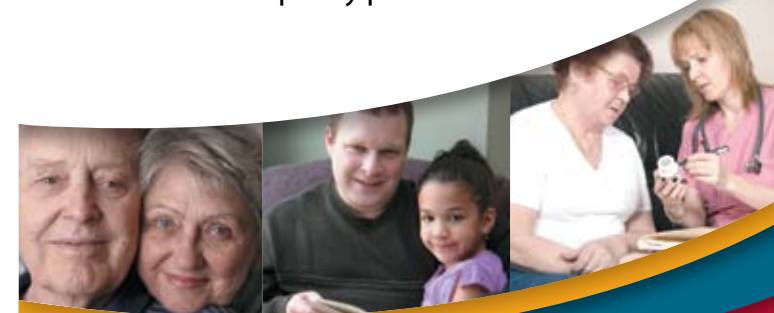
Contact us

For more information about palliative care, or the National Standards Assessment Program, contact your local palliative care service:



Working together

The role of consumers in quality palliative care



or contact:

Palliative Care Australia
PO Box 24
Deakin West, ACT 2600
t: +61 2 6232 4433
f: +61 2 6232 4434
e: nsap@palliativecare.org.au



Palliative
Care
Australia

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National Standards Assessment Program

Why standards matter

Standards make an enormous and positive contribution to most aspects of our lives.¹



The *Standards for Providing Quality Palliative Care for all Australians*² address all aspects of care received by patients approaching the end of their life and the support their families and carers receive. The *Standards* are a way for palliative care services to measure and improve the quality of care they provide.

What is NSAP?

The National Standards Assessment Program (NSAP) is a quality improvement program for palliative care services.

The key objective of NSAP is to improve quality in palliative care experiences and outcomes for patients, their families and carers.

Through NSAP, services are able to see how well they meet the *Standards* and to improve the quality, availability and access to palliative care.

Your rights and responsibilities

As a consumer of healthcare, you have rights and responsibilities related to your care. The *Australian Charter of Healthcare Rights* outlines the rights of consumers and how they can play a role in their health care.

Your rights

You have the right to:

- ✓ access health care
- ✓ safe and high quality care
- ✓ be shown respect, dignity and consideration
- ✓ be informed in a clear and open way
- ✓ be included in decisions and choices about care
- ✓ privacy and confidentiality
- ✓ comment on care and to have concerns addressed.

Your responsibilities

In addition to rights, consumers have responsibilities:

- open and honest communication – provide all information to your care team, say no to things you don't feel comfortable doing, raise your concerns in a timely manner
- ask questions – be actively involved in treatment and care decisions
- self care – look after yourself and others, promote wellbeing and safety.

For more information about the rights of consumers see the *Australian Charter of Healthcare Rights* available at: www.safetyandquality.gov.au.

¹ ISO, 2009, http://www.iso.org/iso/about/discover-iso_why-standards-matter.htm
² www.palliativecare.org.au/portals/46/resources/StandardsPalliativeCare.pdf