



healthylivingNT

Consumer Charter

Policy Statement

Healthy Living NT:

- assists its members and people with chronic health conditions such as diabetes and heart disease with products, information, education and support,
- provides health promotion and prevention programs and information to support people and communities to adopt healthier lifestyles, and
- provides support, training and information to health professionals.

We make the following commitments to our members, consumers and education clients.

Policy



Life. Be in it.™

What you and your carer can expect from Healthy Living NT

You can expect us to:

- be helpful and courteous
- treat you with respect and honesty, and be fair and impartial in our dealings with you
- provide you with clear and accurate information
- ensure that you can access our services
- respond to you promptly
- respect your privacy
- listen to your feedback and be responsive, and
- be sensitive to your cultural background.

Education clients and their carers can also expect to receive from Healthy Living NT:

- considerate, respectful, culturally relevant and confidential service and advice
- a professional and understandable explanation about your condition
- advice on management and treatment of your condition based on current best practice guidelines
- advice on diabetes and cardiac products, schemes and services which may be beneficial
- prompt access to diabetes and cardiac literature, education and educators
- access to interpreter services, and
- the opportunity to interact with us through a variety of means.

What we ask of you

To assist our staff in delivering the highest quality of service, we ask that you:

- treat our staff with courtesy and respect
- provide us with accurate information, and
- advise us when your personal details change.

Your privacy

The Privacy Act 1988 regulates how Healthy Living NT handles your personal and health information and provides ways for you to access and correct the information held about you.

As an individual, you have the right to know:

- when your personal information is being collected by us
- who will have access to this information
- what the information will be used for, and
- whether it will be disclosed to someone other than Healthy Living NT.

You also have the right to not identify yourself or to use a pseudonym, when dealing with us.

For further information on how Healthy Living NT handles your personal information, and the sorts of personal information that is collected and stored, please refer to our *Privacy Policy and Statement*.

Products

Healthy Living NT is happy to exchange or refund faulty merchandise when proof of purchase is supplied. Requests for refunds on product for any other reason will only be made if the product is returned with proof of purchase and unused in the original packaging within one (1) month of purchase.

For health and product integrity reasons, we are unable to refund or exchange the following products which have been purchased in error:

- all NDSS products
- lancets and lancet devices
- home blood glucose monitors and similar devices
- other injection devices

How you can tell us what you think of our services

We aim to continuously improve our products and services. Your feedback is important to us as it can help us make improvements for the benefit of all our customers. We also like to hear about a job well done.

If you have a suggestion or feedback about our services, you can complete a *Client Feedback Form* available from our front counter or contact us by any of the means shown on the last page of this brochure.

It's OK to Complain!

We don't always get it right. Healthy Living NT seeks to ensure that an efficient, fair and accessible way exists for dealing with complaints. Complaints can be made in person, in writing or by phone to any of the contacts shown on the last page of this brochure.

Wherever possible, complaints should be resolved directly with the staff or manager of the service concerned. If you are uncomfortable with talking to the staff member directly you can ask to talk to a manager.

It is important you tell us what you expect to occur as a result of your complaint. For example, you may want an apology, explanation or a change to occur that will prevent other clients from experiencing the same issue. If we are unable to meet your expected outcome, you will be advised of this, including the reason why.

Staff involved in handling complaints are required to treat all information as confidential and your personal details will only be provided to the personnel involved in managing the complaint. If you wish to do so, you can make a complaint without providing your name. However, this does limit our capacity to investigate the complaint.

We value feedback and we will strive to acknowledge and resolve your complaint as quickly as possible.

If you are unsatisfied with the way we have managed your complaint or with the outcome of our response, you may seek an external review by the Health and Community Services Complaints Commission. The Commission is an independent statutory body established under the *Health and Community Services Complaints Act* which provides assistance to Territorians to resolve complaints about health, disability and aged services.

The Health and Community Services Complaints Commission can be contacted as follows:

5th Floor, NT House
22 Mitchell Street
DARWIN, NT 0800
GPO Box 4409 DARWIN, NT 0801

Phone: (08) 8999 1969
Fax: (08) 8999 6067
E-mail: hcscc@nt.gov.au
Toll Free Phone: 1800 004 474

GUIDING VALUES

To pursue high standards of professionalism, ethics and quality in all facets of Healthy Living NT's operations, through:

- Fairness, honesty, confidentiality and compassion.
- Mutual respect for all individuals, their roles and the organisation.
- Continuous quality improvement in all activities.
- Involvement with, and responsiveness to, community diversity.
- Working collaboratively.

Our Contacts

Phone: 0889 278 488

Fax: 0889 278 515

Mail: PO Box 40113, CASUARINA NT 0811

Email: info@healthylivingnt.org.au

Darwin office: Shop 2 Tiwi Place, Tiwi, NT 0810

Alice Springs office: Jock Nelson Centre, 7/16 Hartley Street, Alice Springs NT 0870

www.healthylivingnt.org.au

ABN: 11 374 693 055

Healthy Living NT is the trading name of the Diabetes Association of the Northern Territory Incorporated.
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