

Patient Rights and Anti-Discrimination Policy – RACF Visiting General Practitioner Services

Queensland Healthcare Pty Ltd

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Next Scheduled Review	Three Years (or earlier if required)
Applies To	All patients/residents seen by Queensland Healthcare Pty Ltd and any contracted staff supporting care delivery

1. Purpose

This policy affirms QLD HEALTHCARE’s commitment to upholding the rights of all patients to receive care that is respectful, inclusive, and free from discrimination. It ensures compliance with Commonwealth and state anti discrimination legislation, and supports a culturally safe, person-centred approach to healthcare delivery within Residential Aged Care Facilities (RACFs). .

2. Policy Statement

QLD HEALTHCARE is committed to a healthcare environment where all patients are treated with dignity, compassion, and fairness, regardless of their background, identity, beliefs, or abilities. We ensure every patient has the right to safe, culturally appropriate care, and that discrimination of any kind is not tolerated within our network. We support GPs and clinical teams to deliver care that reflects patients’ values and needs, and we require our staff and partners to uphold these same principles³. Guiding Principles

3. Procedure

3.1 Respecting Patients’ Rights and Diversity

- All patients have the right to be treated with respect, free from discrimination or prejudice.
- We consider and accommodate each patient’s cultural, spiritual, linguistic, and social needs, including beliefs that may influence healthcare decisions.

- Special attention is given to supporting patients from First Nations communities, CALD (culturally and linguistically diverse) backgrounds or vulnerable groups.

3.2 Cultural Safety and Inclusion

- QLD HEALTHCARE promotes cultural safety by:
 - o Providing staff and GPs with ongoing training in cultural awareness and inclusive practice
 - o Encouraging open communication and patient-centred decision-making
 - o Consulting with RACF staff to ensure care plans respect individual preferences

3.3 Understanding and Responding to Our Patient Population

- QLD HEALTHCARE regularly assesses the demographic and cultural profile of our patient base to improve responsiveness and equity in care.
- Materials and communication are adjusted to reflect the literacy and language needs of our patients and families. All clinically relevant electronic communications are documented in the resident's medical record.

3.4 Privacy, Confidentiality and Security

- Patients' privacy and confidentiality are respected at every stage of care.
- All staff and contractors are trained in the ethical and legal obligations to maintain confidentiality and personal dignity, especially in shared or institutional living environments

3.5 Patient Responsibilities

- Patients and authorised representatives (e.g. EPOAs) are expected to treat all clinical staff, RACF personnel, and other patients with respect and courtesy.
- Disrespectful or discriminatory behaviour from patients or their families is not tolerated and may be addressed through RACF behavioural protocols or care planning discussions.

3.6 Education and Training

- All staff, including GPs, nurses, and administrative personnel, complete regular training in anti discrimination, cultural competence, and inclusive communication

- Training records are maintained to ensure accountability and continuous improvement.

3.7 Anti-Discrimination Compliance

QLD HEALTHCARE complies with all Commonwealth and state/territory anti-discrimination legislation to ensure that every patient, regardless of where they live in Australia, receives fair, respectful, and equal care. We uphold the following federal laws:

- Racial Discrimination Act 1975 (Cth)
- Sex Discrimination Act 1984 (Cth)
- Disability Discrimination Act 1992 (Cth)
- Age Discrimination Act 2004 (Cth)
- Australian Human Rights Commission Act 1986 (Cth)
- Combatting Antisemitism, Hate and Extremism (Criminal and Migration Laws) Act 2026

And we also comply with all applicable state and territory legislation, including but not limited to:

- Anti-Discrimination Act 1991 (QLD)

No patient will ever be refused care or treated unfairly based on race, ethnicity, language, gender, sex, sexual orientation, age, disability, religion, political belief, relationship status, social origin, health condition, or any other protected attribute. All QLD HEALTHCARE personnel and GP partners are expected to understand and meet these legal and ethical obligations in every jurisdiction in which they operate.

4. Policy Review

This policy is reviewed periodically to ensure ongoing compliance with:

- RACGP Standards
- Australian privacy and health records legislation
- Aged care regulatory requirements
- To be reviewed at least every 3 years.