# Empowering Health Consumers with Disabilities – Resource List

## WA Health

<https://ww2.health.wa.gov.au/About-us>

## Public Health WA

<https://ww2.health.wa.gov.au/About-us/Department-of-Health/Public-Health>

## Mental Health Commission

<https://www.mhc.wa.gov.au/about-us/our-structure/>

<https://www.mhc.wa.gov.au/media/2339/mhc-organisational-structure-chart-april-2018.pdf>

## Department of Health (Commonwealth)

<https://www.health.gov.au/internet/main/publishing.nsf/Content/health-overview.htm>

[https://www.health.gov.au/internet/main/publishing.nsf/Content/24BEDAF18381C86ACA257BF0001E0193/$File/Departmental%20Structure%20Chart%20-%201%20February%202019.pdf](https://www.health.gov.au/internet/main/publishing.nsf/Content/24BEDAF18381C86ACA257BF0001E0193/%24File/Departmental%20Structure%20Chart%20-%201%20February%202019.pdf)

<https://www.health.gov.au/internet/main/publishing.nsf/Content/health-medicarebenefits-index.htm>

<http://www.pbs.gov.au/info/about-the-pbs>

## Primary Health Networks & WAPHA

<https://www.health.gov.au/internet/main/publishing.nsf/Content/PHN-Background>

<https://www.health.gov.au/internet/main/publishing.nsf/Content/PHN-Program_Guidelines>

<https://www.health.gov.au/internet/main/publishing.nsf/Content/PHN-Program-Complaints-Policy>

<https://www.wapha.org.au/about-us/who-we-are/>

## Central Referral System

<https://ww2.health.wa.gov.au/Articles/A_E/About-the-Central-Referral-Service>

<https://ww2.health.wa.gov.au/~/media/Files/Corporate/general%20documents/Central%20Referral%20Service/PDF/CRS_Information_for_Referrers.pdf>

<https://ww2.health.wa.gov.au/Articles/J_M/Minimum-standards-for-outpatient-referrals-using-the-Central-Referral-Service>

## My Health Record

<https://www.oaic.gov.au/privacy-law/other-legislation/my-health-records>

<https://www.myhealthrecord.gov.au/for-you-your-family/what-is-my-health-record>

## Medical Records – Private

<https://www.oaic.gov.au/engage-with-us/consultations/health-privacy-guidance/fact-sheet-privacy-and-your-health-information>

<https://www.oaic.gov.au/engage-with-us/consultations/health-privacy-guidance/fact-sheet-how-you-can-access-or-correct-your-health-information>

## Medical Records – Public

<https://www.oic.wa.gov.au/en-au/>

<https://www.oic.wa.gov.au/en-au/FTP002_001>

<https://www.healthywa.health.wa.gov.au/Articles/U_Z/WA-Health-freedom-of-information-contacts>

## Consent to Treatment

<https://ww2.health.wa.gov.au/~/media/Files/Corporate/Policy%20Frameworks/Clinical%20Governance%20Safety%20and%20Quality/Policy/WA%20Health%20Consent%20to%20Treatment%20Policy/Supporting/WA-Health-Consent-to-Treatment-Policy.pdf>

<https://www.publicadvocate.wa.gov.au/M/making_treatment_decisions.aspx?uid=4727-3795-2343-5639>

<https://ww2.health.wa.gov.au/~/media/Files/Corporate/general%20documents/Advance%20care%20planning/PDF/ACP_A_Patients_Guide.ashx>

<https://www.publicadvocate.wa.gov.au/>

<https://www.alrc.gov.au/publications/10-review-state-and-territory-legislation/informed-consent-medical-treatment>

<https://ww2.health.wa.gov.au/~/media/Files/HealthyWA/New/hierarchy-of-decision-makers.pdf>

<https://www.healthywa.wa.gov.au/sitecore/content/Corporate/Articles/A_E/Advance-Health-Directives>

## Hierarchy of Decision makers

<https://www.publicadvocate.wa.gov.au/M/making_treatment_decisions.aspx?uid=4727-3795-2343-5639>

<https://ww2.health.wa.gov.au/~/media/Files/HealthyWA/New/hierarchy-of-decision-makers.pdf>

<https://www.chiefpsychiatrist.wa.gov.au/wp-content/uploads/2016/06/OCP-Branded-Capacity-Presentation-for-AMHPs.pdf>

<https://gplearning.racgp.org.au/content/gplearning/nonALM/gp87/Hierarchy_person_responsible_by_state.pdf>

## Health Rights

<https://www.safetyandquality.gov.au/national-priorities/charter-of-healthcare-rights/>

<https://www.safetyandquality.gov.au/our-work/shared-decision-making/>

<https://healthywa.wa.gov.au/~/media/Files/HealthyWA/New/WA%20Public%20Patients%20Hospital%20Charter/10280-public-patients-hospital-charter-HWA-20-Feb-2019.pdf>

<https://www.healthywa.health.wa.gov.au/Articles/F_I/Going-to-hospital/Your-rights-and-responsibilities-as-a-patient>

<https://www.dental.wa.gov.au/sites/default/files/AUSTRALIAN%20CHARTER%20OF%20HEALTHCARE%20RIGHTS%20A3%20V2.pdf?v=1521442494>

<https://www.legalaid.wa.gov.au/find-legal-answers/your-rights/complaints-and-consumers/complaints-about-health-care>

<http://www.disability.wa.gov.au/individuals-families-and-carers/for-individuals-families-and-carers/your-rights/>

<https://www.legislation.gov.au/Details/C2018C00125>

<https://hrc.act.gov.au/discrimination/discrimination-act/disability-discrimination/>

[https://www.legislation.wa.gov.au/legislation/prod/filestore.nsf/FileURL/mrdoc\_28814.pdf/$FILE/Carers%20Recognition%20Act%202004%20-%20%5B01-e0-01%5D.pdf?OpenElement](https://www.legislation.wa.gov.au/legislation/prod/filestore.nsf/FileURL/mrdoc_28814.pdf/%24FILE/Carers%20Recognition%20Act%202004%20-%20%5B01-e0-01%5D.pdf?OpenElement)

<https://www.carerswa.asn.au/carers-wa-services/policy-research/carer-friendly-policies-and-legislation/>

<http://www.disability.wa.gov.au/business-and-government1/business-and-government/disability-access-and-inclusion-plans/steps-for-developing-a-daip/>

<http://www.wacountry.health.wa.gov.au/fileadmin/sections/get_involved/Disability_Access___Inclusion_Plan/eDoc_-_CO_-_WACHS_DAIP_2015-2020__ED-CO-15-77316_.pdf>

<https://ww2.health.wa.gov.au/~/media/Files/Corporate/general%20documents/SMHS/PDF/SMHS-DAIP-2017-2022.pdf>

<http://www.scgh.health.wa.gov.au/pdf/DAIP_2017-22.pdf>

<https://ww2.health.wa.gov.au/~/media/Files/Corporate/general%20documents/CAHS/CAHS%20_DAIP_2018-2022_Final_Mar2018.pdf>

<https://rph.health.wa.gov.au/~/media/Files/Corporate/general%20documents/EMHS/PDF/emhs-disability-access-inclusion-plan.pdf>

<https://health.wa.gov.au/publications/daip.cfm>

[https://www.legislation.wa.gov.au/legislation/prod/filestore.nsf/FileURL/mrdoc\_41550.pdf/$FILE/Mental%20Health%20Act%202014%20-%20%5B01-g0-01%5D.pdf?OpenElement](https://www.legislation.wa.gov.au/legislation/prod/filestore.nsf/FileURL/mrdoc_41550.pdf/%24FILE/Mental%20Health%20Act%202014%20-%20%5B01-g0-01%5D.pdf?OpenElement)

[https://www.legislation.wa.gov.au/legislation/prod/filestore.nsf/FileURL/mrdoc\_41300.pdf/$FILE/Mental%20Health%20Regulations%202015%20-%20%5B00-i0-01%5D.pdf?OpenElement](https://www.legislation.wa.gov.au/legislation/prod/filestore.nsf/FileURL/mrdoc_41300.pdf/%24FILE/Mental%20Health%20Regulations%202015%20-%20%5B00-i0-01%5D.pdf?OpenElement)

<https://www.mhc.wa.gov.au/reports-and-resources/resources/mental-health-resources/>

<https://mhas.wa.gov.au/know-your-rights/your-rights-on-an-involuntary-treatment-order>

<https://www.mhc.wa.gov.au/media/1437/consumer-handbook-to-the-mental-health-act-2014-version-2-1.pdf>

[https://www.health.gov.au/internet/main/publishing.nsf/Content/E39137B3C170F93ECA257CBC007CFC8C/$File/rights2.pdf](https://www.health.gov.au/internet/main/publishing.nsf/Content/E39137B3C170F93ECA257CBC007CFC8C/%24File/rights2.pdf)

<https://mhas.wa.gov.au/assets/documents/13036-Charter-of-Mental-Health-Brochure-FINAL.pdf>

## Preparing for appointments

<https://www.betterhealth.vic.gov.au/health/servicesandsupport/preparing-for-a-health-or-medical-appointment>

<https://www.betterhealth.vic.gov.au/health/servicesandsupport/making-and-managing-health-and-medical-appointments>

<http://www.nswcid.org.au/images/factsheets/ER7_GoingToHospital.pdf>

<http://www.nswcid.org.au/health-fact-sheets.html>

<http://www.nswcid.org.au/my-health-matters.html>

<https://www.carergateway.gov.au/planning-for-a-medical-appointment>

<https://www.carergateway.gov.au/medication-management>

<https://www.carergateway.gov.au/care-co-ordination-and-case-management>

<http://www.choosingwisely.org.au/resources/consumers/5-questions-to-ask-your-doctor>

## Finding a GP

<https://www.choice.com.au/health-and-body/health-practitioners/doctors/articles/guide-to-choosing-a-gp>

<http://www.abc.net.au/health/consumerguides/stories/2006/06/19/1837215.htm>

## Where to go to for help in hospital

<https://healthywa.wa.gov.au/Articles/F_I/Going-to-hospital/During-your-hospital-stay>

<https://healthywa.wa.gov.au/Articles/U_Z/WA-Health-patient-consumer-liaison-contacts>

<https://healthywa.wa.gov.au/Articles/S_T/Social-work>

<http://www.scgh.health.wa.gov.au/Clinicians/Services/Chaplaincy.html>

<https://healthywa.wa.gov.au/Articles/S_T/Support-services-for-pregnancy-loss-available-at-King-Edward-Memorial-Hospital>

<https://www.carerswa.asn.au/carers-wa-services/prepare-to-care/>

<https://www.hconc.org.au/what-we-do/advocacy/>

<https://mhas.wa.gov.au/>

<https://helpingminds.org.au/about-us/what-we-do/>

## Responding to Deterioration

<https://www.safetyandquality.gov.au/our-work/recognising-and-responding-to-clinical-deterioration/>

<https://pch.health.wa.gov.au/For-patients-and-visitors/Your-Hospital-Stay/Calling-for-Help>

<https://pch.health.wa.gov.au/~/media/Files/Hospitals/PCH/General%20documents/Health%20professionals/Health%20facts/Our%20Services/CallingForHelp_HF868.pdf>

<https://ww2.health.wa.gov.au/~/media/Files/Corporate/general%20documents/patient%20safety/PDF/Responding-and-Recognising-Acute-Deterioration-Guidelines.pdf>

<https://ww2.health.wa.gov.au/Articles/N_R/Recognising-and-Responding-to-Acute-Deterioration-Policy-Supporting-information>

## Help in the Community

<https://helpingminds.org.au/about-us/what-we-do/>

<https://www.patientopinion.org.au/>

<https://www.hadsco.wa.gov.au/home/>

[https://www.legislation.wa.gov.au/legislation/prod/filestore.nsf/FileURL/mrdoc\_41548.pdf/$FILE/Health%20and%20Disability%20Services%20(Complaints)%20Act%201995%20-%20%5B04-h0-01%5D.pdf?OpenElement](https://www.legislation.wa.gov.au/legislation/prod/filestore.nsf/FileURL/mrdoc_41548.pdf/%24FILE/Health%20and%20Disability%20Services%20%28Complaints%29%20Act%201995%20-%20%5B04-h0-01%5D.pdf?OpenElement)

<https://ww2.health.wa.gov.au/Articles/A_E/Complaint-management>

<http://www.eoc.wa.gov.au/>

<https://www.ahpra.gov.au/About-AHPRA/Complaints.aspx>

<https://nhpopc.gov.au/>

<https://www.ccc.wa.gov.au/complain_about>

<https://www.aph.gov.au/Senators_and_Members/Parliamentarian_Search_Results?q=&sta=WA&mem=1&par=-1&gen=0&ps=12>

<http://www.parliament.wa.gov.au/parliament/memblist.nsf/WebCurrentMembLA>

<http://www.parliament.wa.gov.au/parliament/memblist.nsf/WebCurrentMembLC?OpenView>

## Self-Advocacy & Advocacy

<https://teachingselfadvocacy.wordpress.com/description-of-self-advocacy/>

<https://www.dacssa.org.au/single-post/2014/05/08/What-is-self-advocacy->

<http://advocacyforinclusion.org/index.php/88-uncategorized/131-sa-kit-list>

<http://saru.net.au/>

<https://inclusion-international.org/about-self-advocacy/>

<http://www.chpca.net/media/7413/8_Steps_to_Good_Advocacy.pdf>

<https://www.socialventures.com.au/sva-quarterly/seven-steps-to-effective-advocacy/>

<http://www.nursing-informatics.com/N4111/LA12_appendix.pdf>

<http://hcq.org.au/wp-content/uploads/2015/09/HCQ-Advocacy-Toolkit.pdf>

<https://www.hconc.org.au/consumer/being-involved-in-your-own-health/self-advocacy-resources/>