Danila Dilba®
Health Service

Third Party Policy
doc_0025

Approved	May 2026
Next review	May 2028

Category	Client Services						Policy number: doc_0025	
Related forms, policies and procedures	• Privacy and Confidentiality Policy • Informed Consent, Choice and Dignity of Risk Policy • Medical Emergency Policy							
Relevant legislation	• Medical Service Act NT 1982 • Privacy Act 1988 (Cth)							
References and resources	• Royal Australian College of General Practice RACGP Standards 5th Edition • Australian Health Practitioner Regulation Agency • CARPA Standard Treatment Manual							
Created by	Clinical Governance Manager						January 2024	
Approved by	CGC						03 May 2024 RES2.3-2024	
Review Responsibility and Frequency	Executive Manager - Clinical Services						Every 2 years	
Drafting Consultation Parties								
Committee Approvals Y Requires Approval C Requires Consultation N Doesn't require consultation or approval i Provide for info only	Work, health & safety committee	Aboriginal staff advisory committee	Clinical safety and quality committee	Corporate policy and procedures committee	Executive management team	Clinical governance committee	Finance, risk and audit committee	Board
	N	N	Y	Y	Y	N	N	N

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Preamble

We are an Aboriginal community-controlled health organisation and we hold ourselves accountable for representing Biluru people. Our cultural protocols and practices continue to guide how we deliver our services in the best way possible.

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1 Purpose

Danila Dilba Health Service (DDHS) ensures the rights, privacy and confidentiality of our clients, whilst supporting our clinicians, by ensuring consent is obtained from the client prior to allowing a third party (or parties) to be present at the time of a consultation. The third party may be present in person, or via telephone/virtual connection.

This could be:

- At the request of either a client or clinician;
- As an advocate, carer or family member of the client;
- To make either the client or clinician feel more comfortable – this may include the provision of cultural support or the presence of a chaperone for examination purposes;
- For training purposes such as an Aboriginal Health Professional trainee, medical or nursing student or GP registrar; or
- For interpreting purposes;

2 Policy Statement

DDHS takes our clients privacy and confidentiality seriously. This policy provides guidance for those situations in which a third party may be required to attend a client consultation.

3 Scope

This policy applies to everyone performing work or entering a workplace controlled by DDHS in a paid or unpaid capacity, including board members, executive leadership, staff, volunteers, interns, trainees, contractors and consultants.

4 Responsibility

Positions	Responsibility
Board	• To ensure the principles and requirements of this policy and related work instruction(s) are in place.
CEO	• Delegated responsibility for this policy and related work instruction(s). • To ensure implementation of the policy and related work instruction(s). • To ensure regular review, update and approval of the policy.
Executive Management Team (EMT)	• They are aware of, and comply with, this policy and related work instruction(s) at all times. • Implementing, monitoring and reviewing the Policy. • Ensuring The Policy is communicated to staff.
Clinical Quality and Compliance Manager	• Delegated responsibility for this policy and work instruction(s). • To ensure implementation of the policy and related work instruction(s). • To ensure regular review, update and approval of the policy.
Managers/Team Leaders	• They are aware of, and comply with, this policy and related work instruction(s) at all times. • To ensure their respective teams are aware of, and comply with, the policy and related work instruction(s) at all times.

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	• Not condone, permit, or fail to report any breaches of the policy by workplace participants under their supervision.
All DDHS Staff members	• They are aware of, and comply with, this policy and related work instruction(s) at all times. • All clients, volunteers, visitors and contractors are aware of, and comply with, the policy at all times. • They notify their line manager of non-compliance. • They provide feedback on areas for improvement.
Contractors / Volunteers / Students / Visitors	• They are compliant with this policy at all times • They provide feedback on areas for improvement

5 Definitions

Term	Definition
DDHS	Danila Dilba Health Service; Danila Dilba Biluru Butji Binnilutlum Health Service Limited
Third Party	A person or group present in a consultation in addition to the client and the clinician
Communicare	DDHS patient information management system

6 Procedure Overview

If there is a need for a third party within a consult:

1. Wherever possible the client should be advised that there will be a third party in the consulting room prior to the consultation commencing
    - In the case of students, receptionists should advise clients at the time of arrival in the clinic that there is a student who would like to be in the room for the consultation that day
2. Gain consent from client
    - Consent must be freely given without coercion
    - There should be no penalty to the client should they decline a third party (eg student observer) in the consultation room
    - Clinical judgement should be exercised if a client declines a chaperone or interpreter. The clinician may choose not to continue with the consultation, in which case the clinician must take responsibility to organise alternative care arrangements for the client.
3. Clearly document the consent obtained in Communicare. Include the details of who is present in the consultation room
4. Confirm with all parties prior to consultation proceeding

7 Version History

Version	Modified By	Summary of Changes	Approved By	Date
2.0	SMO	Removed “at the very least” from procedure		July 2017

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3.0	Research and Policy Officer	TBC		March 2021
4.0	Clinical Governance Manager	Separation of Procedures into separate Work Instruction. Rewrite of purpose and statement. Migration to new template	CGC	03 May 2024
4.1	Mgr-SP	Minor edits: governance table incl. approval details, formatting; updated definition of DDHS to include legal name		June 2024
5	CQCM	Transferred onto new template. Reviewed and no other changes made	EM - ICS	May 2026

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