I have a right to:

**Access**
- Healthcare services and treatment that meets my needs

**Safety**
- Receive safe and high quality health care that meets national standards
- Be cared for in an environment that makes me feel safe

**Respect**
- Be treated as an individual, and with dignity and respect
- Have my culture, identity, beliefs and choices recognised and respected

**Partnership**
- Ask questions and be involved in open and honest communication
- Make decisions with my healthcare provider, to the extent that I choose and am able to
- Include the people that I want in planning and decision-making

**Information**
- Clear information about my condition, the possible benefits and risks of different tests and treatments, so I can give my informed consent
- Receive information about services, waiting times and costs
- Be given assistance, when I need it, to help me to understand and use health information
- Request access to my health information
- Be told if something has gone wrong during my health care, how it happened, how it may affect me and what is being done to make care safe

**Privacy**
- Have my personal privacy respected
- Have information about me and my health kept secure and confidential

**Give feedback**
- Provide feedback or make a complaint without it affecting the way that I am treated
- Have my concerns addressed in a transparent and timely way
- Share my experience and participate to improve the quality of care and health services

For more information, ask a member of staff or visit safetyandquality.gov.au/your-rights