

My healthcare rights



Aboriginal and Torres Strait Islander people have the right to:

Access

- Healthcare services and treatment that meets your needs
- You and your mob have the right to get healthcare that meet your needs

Safety

- You and your mob have the right to get safe and high quality healthcare
- Care in a space that is culturally safe and respectful

Respect

- You and your mob have the right to get respect when you use a health service
- Your Aboriginal and/or Torres Strait Islander culture and identity is recognised and respected

Partnership

- You and your mob have the right to partner with and yarn about your healthcare
- Make sure you include family in on the yarn with healthcare providers
- You have the right to choose who you want involved in your care planning

Information

- You and your mob have the right to get information about your health to make informed decision and give consent
- Get information about your health. This includes cost, wait times and services
- If you don't understand any information you can access help to make sure you know what is happening
- You must give informed consent before you say yes to any treatment or test
- Be told if something has gone wrong during your healthcare, how it happened, how it affects you and what is being done to make care safe

Privacy

- Healthcare staff must respect you and your mob's privacy
- Healthcare staff must keep your information safe and confidential

Give Feedback

- You and your mob have the right to give feedback
- This can be a complaint or a compliment
- Healthcare staff must listen to what you have said. They will address your concerns in a open and timely way
- Feedback from you and your mob helps make care better for our communities and will keep you healthy and deadly

This resource was adapted from the second edition of the Australian Charter of Healthcare Rights.

These rights apply to all people in all places where health care is provided in Australia.

The Charter describes what you, or someone you care for, can expect when receiving health care.

For more information: safetyandquality.gov.au/your-rights

We are here to help you:

Please contact the Northern Sydney Local Health District Aboriginal Health Service **Email: NSLHD-AboriginalHealth@health.nsw.gov.au** or call 02) 9462 9017.

Adapted from The Australian Charter of Healthcare Rights, developed by the Australian Commission on Safety and Quality in Health Care (ACSQHC). ACSQHC: Sydney 2019.

The artwork in this charter has been created by the Aboriginal and Torres Strait Islander staff network group, Muru Dali Gili Gili (path to shine) of NSLHD who have come together to tell their story of connectedness to community, the district and to each other through painting. Language used is appropriate for our community.

