

My healthcare rights

THE AUSTRALIAN CHARTER OF HEALTHCARE RIGHTS

describes the rights you, your family or someone you care for has when they access health care.

These rights apply to all people in all healthcare settings in Australia.

I HAVE A RIGHT TO:

✓ ACCESS

- Access services and treatment to meet my healthcare needs

✓ SAFETY

- Safe and high quality health care
- Receive care in a safe environment

✓ RESPECT

- Be cared for as an individual and treated with dignity and respect
- Have my culture, identity, beliefs, and choices acknowledged and respected

✓ PARTNERSHIP

- Engage in open communication and make decisions about my health care
- Include the people that I want in planning and decision-making
- Share my experience and participate in improving the quality of health services

✓ INFORMATION

- Be engaged in informed consent, be told about my condition and the possible benefits and risks of tests and treatments
- Clear and timely information about services, waiting times and costs
- Be given assistance to help me to understand health information
- Access my health information
- Be told if something has gone wrong during my health care, how it happened and what is being done to make care safer

✓ PRIVACY

- Have my privacy respected
- Have my personal and health information kept secure and confidential

✓ GIVE FEEDBACK

- Provide feedback or make a complaint without it affecting the way that I am treated
- Have my concerns dealt with in a fair and timely way



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