

My healthcare rights:

How can I use the Charter?



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

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Understanding the Australian Charter of Healthcare Rights



Do you know your HEALTHCARE RIGHTS?

AUSTRALIAN COMMISSION
ON SAFETY AND QUALITY IN HEALTH CARE

The **Australian Charter of Healthcare Rights** explains the rights that apply to all people in all healthcare settings.

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

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 is safe and 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
- Access 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.

