Information



You have the right to get clear information about your health and different services available, such as public and private options.

You need to give informed consent before having any treatment. This means you fully understand your treatment options, the possible benefits and risks, and the costs.

You should be given information about your healthcare options, where to go, waiting times and if you'll need to pay for anything.

If something goes wrong during your health care, you have the right to be told about it. The health service should explain what happened, how you may be affected and what is being done to make care safer.

Privacy



You have the right to have your privacy respected. This includes the privacy of your body, belongings, information and personal space.

Your personal and medical information must be kept secure and confidential.

Give feedback

You have the right to provide feedback or make a complaint. Your concerns should be addressed openly and within a reasonable time frame. Providing feedback or a complaint should not negatively affect the way you are treated.

Sharing your experiences can improve the quality of health care.

If you are concerned that your rights have not been met, talk with your clinician or health service organisation. If you are not able to do this, or are not happy with their response, contact the health complaints organisation in your state or territory.

For more information about the Charter or the contact details for health complaints organisations, visit:
www.safetyandquality.gov.au/your-rights



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SCAN ME

DECEMBER 2021

AUSTRALIAN COMMISSION
ON SAFETY AND QUALITY IN HEALTH CARE

My Healthcare Rights



AUSTRALIAN COMMISSION
ON SAFETY AND QUALITY IN HEALTH CARE

You have the right to safe and high-quality health care, as described in the **Australian Charter of Healthcare Rights (the Charter)**.

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

The rights apply to everyone and everywhere health care is provided in Australia.

Take the time to read and understand your rights.



Access



You have a right to receive health care that meets your needs.

Medicare helps with the costs of seeing a doctor, as well as many treatments and medicines. You have a right to know, before you receive treatment, if there are any fees and charges that you need to pay.

Health service organisations need to provide an environment that enables people with a disability to use its services.

Safety



You have the right to receive safe and high-quality health care that meets national standards.

Your health care and treatment should be based on the best available evidence, and your needs and preferences.

If you are concerned about your health, notice a worrying change or think something has been missed, you have the right to ask for a review.

Respect



You have the right to be treated with dignity, respect and compassion.

You should be asked about your needs, and your care should reflect your choices.

Partnership



You have the right to be treated as an equal partner in your health care. You can ask as many questions as you need to. Your clinician should talk to you about your health care openly and honestly.

You can include other people in your care, such as family, friends, a carer or a consumer advocate.