## AUSTRALIAN CHARTER OF HEALTHCARE RIGHTS

The Australian Charter of Healthcare Rights describes the rights of patients and other people using the Australian health system. These rights are essential to make sure that, wherever and whenever care is provided, it is of high quality and is safe.

The Charter recognises that people receiving care and people providing care all have important parts to play in achieving healthcare rights. The Charter allows patients, consumers, families, carers and services providing health care to share an understanding of the rights of people receiving health care. This helps everyone to work together towards a safe and high quality health system. A genuine partnership between patients, consumers and providers is important so that everyone achieves the best possible outcomes.

care and to have my concerns

addressed.

## **Guiding Principles**

These three principles describe how this Charter applies in the Australian health system.

Everyone has the right to be able to access health care and this right is essential for the Charter to be meaningful.

The Australian Government commits to international agreements about human rights which recognise everyone's right to have the highest possible standard of physical and mental health.

Australia is a society made up of people with different cultures and ways of life, and the Charter acknowledges and respects these differences.



For further information please visit www.safetyandquality.gov.au

AUSTRALIANCOMMISSIONON SAFETYANDQUALITYINHEALTHCARE

## What can I expect from the Australian health system? **MY RIGHTS** WHAT THIS MEANS Access \_\_\_ I have a right to health care. I can access services to address my healthcare needs. Safety . I have a right to receive safe and I receive safe and high quality high quality care. health services, provided with professional care, skill and competence. Respect . I have a right to be shown The care provided shows respect, dignity and respect to me and my culture, beliefs, values and personal consideration. characteristics. Communication I have a right to be informed I receive open, timely and about services, treatment, appropriate communication about my health care in a way I options and costs in a clear and can understand. open way. **Participation** I have a right to be included in I may join in making decisions decisions and choices about my and choices about my care and about health service planning. care. Privacy \_ I have a right to privacy and My personal privacy is confidentiality of my personal maintained and proper handling information. of my personal health and other information is assured. Comment I have a right to comment on my I can comment on or complain

about my care and have my

promptly.

concerns dealt with properly and