

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.

Guiding Principles

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

- 1** Everyone has the right to be able to access health care and this right is essential for the Charter to be meaningful.
- 2** 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.
- 3** Australia is a society made up of people with different cultures and ways of life, and the Charter acknowledges

WHAT CAN I EXPECT FROM THE AUSTRALIAN HEALTH SYSTEM

Patient Rights	What it 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 high quality care.	I receive safe and high quality health services, provided with professional care, skill and competence.
Respect- You have a right to be shown respect, dignity and consideration.	The care provided shows respect to me and my culture, beliefs, values and personal characteristics.
Communication- You have a right to be informed about services, treatment, options and costs in a clear and open way.	I receive open, timely and appropriate communication about my health care in a way I can understand.
Participation- You have a right to be included in decisions and choices about my care.	I may join in making decisions and choices about my care and health service planning.
Privacy- I have a right to privacy and confidentiality of my personal information.	My personal privacy is maintained and handled properly.
Comment- You have a right to comment on your care and address concerns	I can comment on or complain about my care and have it properly dealt with.

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