

SECTION 8: AUSTRALIAN CHARTER OF HEALTHCARE RIGHTS

The Australian Charter of Healthcare Rights explains the rights of patients and others who use the Australian health system. These rights help make sure that care is always safe and of good quality.

The Charter also recognises that both patients and healthcare workers have important roles to play. It helps patients, families, carers and providers understand these rights so they can work together. This partnership is important to achieving the best outcomes for everyone.

Guiding Principals

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

- Everyone has the right to access healthcare, 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.

We welcome your feedback. If you have a complaint, please contact View Health - chemo@home on 1300 466 324. If you have tried this and are still unsatisfied, you can make a complaint to the Healthcare Complaints Commissioner.

For more information on how to make a complaint, please visit www.safetyandquality.gov.au.



My healthcare rights

Australian Charter of Healthcare Rights

These rights apply to all people in all places where health care is provided in Australia.

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



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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



Australian Commission on
Safety and Quality in Health Care

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