

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 healthcare, to share an understanding of the rights of people receiving healthcare. 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 Principals

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

- Everyone has the right to be able 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.

What can I expect from the Australian Healthcare System?

| My Rights | What this means |
|---|---|
| Access I have the right to healthcare. | 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 I 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 I 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 healthcare in a way I can understand. |
| Participation I 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 about health service planning. |
| Privacy I have a right to privacy and confidentiality of my personal information. | My personal privacy is maintained and proper handling of my personal health and other information is assured. |
| Comment I have a right to comment on my care and to have my concerns addressed. | I can comment on or complain about my care and have my concerns dealt with properly and promptly. |

We welcome your feedback. If you have a complaint, please contact chemo@home on 1300 HOME CHEMO (1300 466 324). If you have tried this and are still unsatisfied, you can make a complaint to the Healthcare Complaints Commissioner, www.healthreview.wa.gov.au.

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

