

# 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 and respects these differences.



For further information please visit [www.safetyandquality.gov.au](http://www.safetyandquality.gov.au)

## What can I expect from the Australian health system?

MY RIGHTS	WHAT THIS MEANS
<b>Access</b> I have a right to health care.	We strive to give all patients the treatment necessary for them.
<b>Safety</b> I have a right to receive safe and high quality care.	We have systems in place to ensure that patients receive safe, high-quality treatment.
<b>Respect</b> I have a right to be shown respect, dignity and consideration.	We value and show respect to all patients of all backgrounds, beliefs, values, needs, and cultures.
<b>Communication</b> I have a right to be informed about services, treatment, options and costs in a clear and open way.	We employ a variety of communication processes to ensure that patients stay informed and understand their treatment.
<b>Participation</b> I have a right to be included in decisions and choices about my care.	We have an informed consent process and listen to our patients' goals and circumstances.
<b>Privacy</b> I have a right to privacy and confidentiality of my personal information.	We follow a privacy policy that is in accordance with both State and Federal law.
<b>Comment</b> I have a right to comment on my care and to have my concerns addressed.	We encourage two-way communication with our patients and facilitate resolution for complaints.