

Information

Consumers have the right to:

- Get clear information about their condition so that they can provide informed consent
- Receive information about services, waiting times and costs
- Be given help to understand information, if they need it
- Access their health information
- Be told if something has gone wrong during their health care, how it happened, how it may affect them and what is being done to make care safe.

Consumers must provide their informed consent before having treatment. Clinicians must explain the treatment options, the risks and benefits of these options, and the costs.

Help consumers to understand information, when they need it. If they need an interpreter, the health service should arrange this at no cost to the consumer.

Privacy

Consumers have the right to:

- Have their privacy respected, including privacy of their body, belongings, information and personal space
- Have information about themselves and their health kept secure and confidential.

All personal and medical information must be kept secure and confidential. Health service organisations must store information about consumers in line with all relevant privacy laws.

Give feedback

Consumers have the right to:

- Provide feedback or make a complaint without it affecting the way they are treated
- Have their concerns addressed in a transparent and timely way
- Share their experiences and participate to improve the quality of care and services.

Assist consumers who are concerned that their rights have not been upheld. Listen to their concerns and provide information about their options to make a complaint.

For more information about the Charter and contact details for health complaints organisations, visit:
www.safetyandquality.gov.au/your-rights



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AUSTRALIAN COMMISSION
ON SAFETY AND QUALITY IN HEALTH CARE

Australian Charter of Healthcare Rights

A guide for health
service organisations



DECEMBER 2021

AUSTRALIAN COMMISSION
ON SAFETY AND QUALITY IN HEALTH CARE

All consumers have the right to safe and high-quality health care. The **Australian Charter of Healthcare Rights (the Charter)** describes what consumers, or someone they care for, can expect when receiving health care.

There are seven rights in the Charter. They apply to everyone and everywhere health care is provided in Australia.

All people who work in health service organisations are responsible for upholding the Charter.

This brochure describes the **seven rights in the Charter.**



Access



Consumers have a right to receive health care that meets their needs.

Medicare helps with the costs of seeing a doctor, as well as many treatments and medicines. A consumer has a right to know, prior to admission and treatment, any costs they will incur.

Health service organisations need to provide an environment that enables people with a disability to use its services.

Safety



Consumers have the right to:

- Receive safe and high-quality health care
- Be cared for in an environment that is safe and makes them feel safe.

Health services must meet national standards for safety and quality. Health care and treatment should be based on the best available evidence and the consumer's needs and preferences.

A consumer has the right to ask for a review if they are concerned about their health, notice a worrying change or think that something has been missed.

Respect



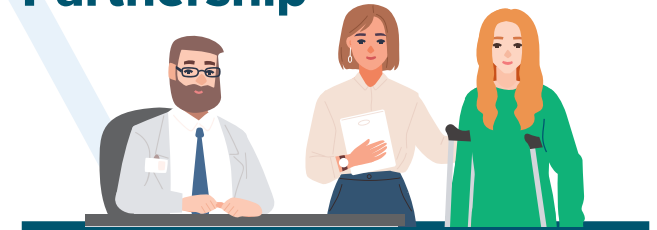
Consumers have the right to:

- Be treated with dignity and respect
- Have their culture, identity, beliefs and choices recognised and respected.

Everyone has the right to be treated with dignity, respect and compassion. This includes consumers, carers and people who work in health services.

Consumers should be asked about their needs and receive care that reflects their choices.

Partnership



Consumers have the right to:

- Ask questions about their health care
- Make decisions with their clinician
- Include the people that they want in planning and decision-making.

Consumers have the right to be treated as an equal partner in their health care. Talk to consumers openly and honestly about their health care and answer questions in a way that they can understand.

States and territories have different laws about medical treatment, mental health treatment and substitute decision-making. Clinicians must follow the law that applies in their state or territory.