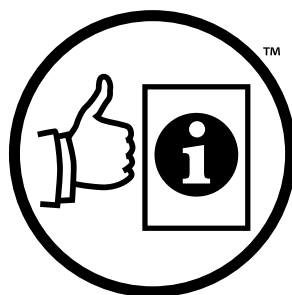


**AUSTRALIAN COMMISSION
ON SAFETY AND QUALITY IN HEALTH CARE**



**The Australian Charter of
Health Care Rights**

**Australian Commission on Safety and
Quality in Health Care**



Easy English



Hard words

This book has some hard words.

The first time we write a hard word

- the word is in **blue**

- we write what the hard word means.

You can get help with this book



You can get someone to help you

- read this book

- know what this book is about



- find more information.

About this book

This book is written by the **Australian Commission on Safety and Quality in Health Care**.



The Australian Commission on Safety and Quality in Health Care helps make sure health care in Australia is

- good



- safe.



This book is about the Australian Charter of Health Care **Rights**.

Rights are things everyone should be able to

- get

- have

- do.



This book is about health care rights for

- you



- someone you care for.

Where do you have rights?



You have rights when you use health care across Australia.

Health services include



- public hospitals
- private hospitals



- doctor clinics



- public dentists



- community health centres

- other places you see a **health care provider.**

Health care providers are experts such as



- doctors



- dentists

- nurses



- physios.

Everyone who works in a health service must respect your health care rights including



- health care providers



- cleaners

- food staff



- **reception staff.**

Reception staff are the people who work at the front desk of the hospital or health service.

Your rights

Access

You have the right to get care that meets your needs.



Health care includes

- advice from health care providers



- health tests

- health **treatment**.

Treatment means the care you get for your health problem.

For example



- medicine



- surgery.

Safety

You have the right to get safe health care.

Safe health care means you get



- good services
- care that is right for you



- care in a space that is safe
- care that makes you feel safe.

Respect

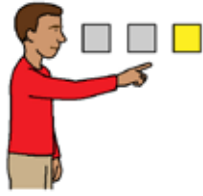


You have the right to get **respect** when you are at a health service.



Respect means

- you are treated in a fair way
- health care providers know your needs are important.



When you get health care your health care provider will think about your

- choices



- **culture**

- **identity**



- **beliefs.**

Culture is how you think and what you do.

Identity is who you are.



Beliefs are the things you think.

Partnership

You have the right to partner with your health care provider.



Partnership means you

- ask your health care provider questions



- make decisions with your health care provider



- get help to make decisions when you need it



- include the people you want in your health care.

- choose who helps you.

Information

You have the right to



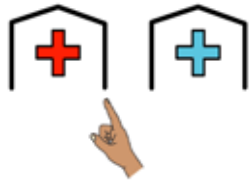
- get information about your health



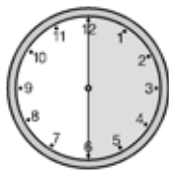
- see information about you

- get help to understand information about your health.

Health care providers must give you information about



- different services



- wait times



- costs.

You must give **informed consent** before you say **yes** to a test or treatment.

Informed consent means



- you know the good things that might happen to you from the test or treatment



- you know the bad things that might happen to you from the test or treatment

and

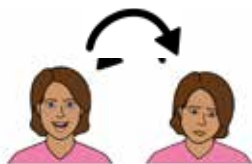


- you say **yes** or **no** to the test or treatment.

If something goes wrong when you get health care you must be told



- why it went wrong



- how your health might change

- what will happen next



- what will be done to fix it.

Privacy

Health care providers must respect your privacy.



Health care providers must keep your information

- safe



- **confidential.**

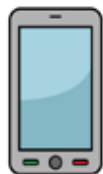
Confidential means what you say will **not** be shared with anyone else.



Health care providers must respect your personal

- space

- **belongings.**



Your belongings might be

- your phone



- your wallet.

Give feedback



You have the right to give **feedback**.

Feedback means you say what you think about

- a health service



- someone who works there.



When you give feedback you might

- say you are happy with a service you got



- make a **complaint** about how you were treated.

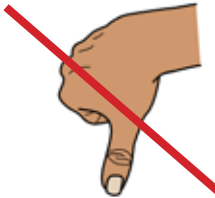


A complaint is when you say you are **not** happy with how you were treated.





Health care providers must listen to your complaint.



No bad things will happen to you if you make a complaint.



Talk to your health service if you want to give feedback.



Your feedback helps to make care better for everyone.



More information

For information about your rights ask a member of staff at your health service.

You can get more information about your rights online.



Website

www.safetyandquality.gov.au/your-rights

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To contact Scope call 1300 472 673 or visit www.scopeaust.org.au

To see the original contact the Australian Commission on Safety and Quality in Health Care.

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