

THE CHARTER

Everyone who is seeking or receiving care in the Australian health system has certain rights regarding the nature of that care. These are described in the Australian Charter of Healthcare Rights. The rights included in the Charter relate to access, safety, respect, communication, participation, privacy and comment.

The Australian Charter of Healthcare Rights is available to everyone in the healthcare system. It allows patients, consumers, families, carers and providers to share an understanding of the rights of people receiving health care.

Patients, consumers, healthcare providers and health service organisations all have an important part to play in achieving healthcare rights and contributing to a safe and high quality healthcare system.

A genuine partnership between patients, consumers and healthcare providers is important so that everyone achieves the best possible outcomes.

Healthcare providers are aware that in some circumstances, your ability to interact with the healthcare system may be restricted. Where possible they will alert family or support services about your circumstances if they consider that you need assistance.

USING THE CHARTER

This brochure discusses each of the seven Charter rights and provides some guidance to patients, consumers, carers and families on ways they can contribute to ensuring that the rights are upheld.

You are entitled to raise issues about your healthcare rights. You are encouraged to read the Charter, or have it explained to you, and to discuss the Charter with your healthcare provider or family or carer.

Healthcare staff should be able to advise you how to obtain further information about your rights.

CONTACTS

It is always best to try to resolve any concerns with your local health service provider.

ACT Health Consumer Engagement Team
Ph: 6207 7627 email: HealthFeedback@act.gov.au

If you have tried this and are still not satisfied, you can contact the Health Services Commissioner.

ACT Human Rights Commission, Health Services Commissioner –
Ph: 6205 2222 website: www.hrc.act.gov.au

ACT Health Migrant Health Unit
Migrant Health Unit provides interpreting services for Bosnian, Croatian, Serbian, Cantonese, Mandarin, Spanish and Vietnamese –
Ph: 6205 3333
For all other languages contact Translating Interpreting Services (TIS) –
Ph: TIS: 13 14 50

Health Care Consumers Association of the ACT
Ph: 6230 7800 email: adminofficer@hcca.org.au
website: www.hcca.org.au

ACT Mental Health Consumer Network
Ph: 6230 5796 email: actmhcn@actmhcn.org.au
website: www.actmhcn.org.au

Developed by
**AUSTRALIAN COMMISSION ON
SAFETY AND QUALITY IN HEALTHCARE**
www.safetyandquality.gov.au

Supported by

www.health.act.gov.au

ENGLISH	If you need interpreting help, telephone:
ARABIC	إذا احتجت للمساعدة بالترجمة الشفوية، إتصل بالهاتف:
CHINESE	如果您需要口译员帮助，请拨电话:
CROATIAN	Ako trebate pomoć tumača telefonirajte:
DARI	اگر به کمک ترجمه شفاهی ضرورت دارید، به این شماره تیلیفون کنید:
GREEK	Αν χρειάζεστε διαμετρήνα τηλεφωνήστε στο:
ITALIAN	Se avete bisogno di un interprete, telefonate al numero:
LAO	ຖ້າ ການຄວາມຈຳເປັນເຮັດໃຫ້ທ່ານມີຄວາມສາມາດ. ໃຫ້ໂທ: 131450
MALTESE	Jekk għandek bżonn l-għajjuna t'interpretu, ċempel:
PERSIAN	اگر به ترجمه شفاهی احتیاج دارید به این شماره تلفن کنید:
RUSSIAN	Если вам нужна помощь переводчика, звоните по телефону:
SPANISH	Si necessita la asistencia de un intérprete, llame al:
VIETNAMESE	Nếu bạn cần một người thông ngôn hãy gọi điện thoại:

HEALTH CARE INTERPRETERS 6205 3333
TRANSLATING AND INTERPRETING SERVICE

131 450

Canberra and District – 24 hours a day, seven days a week

THE AUSTRALIAN CHARTER OF HEALTHCARE RIGHTS

A GUIDE FOR PATIENTS, CONSUMERS,
CARERS AND FAMILIES



**AUSTRALIAN COMMISSION ON
SAFETY AND QUALITY IN HEALTHCARE**



ACCESS

A right to health care.

You have a fundamental right to adequate and timely health care. Sometimes this may not be at the healthcare facility you first attend as not all services are necessarily available everywhere.

You can contribute to the right of access by trying to meet your appointments and telling the facility when you cannot.

SAFETY

A right to safe and high quality care.

If you are unsure about what is happening to you or if you think something has been missed in your care, alert your healthcare provider. Let your provider know any circumstances that might make your health care riskier.



RESPECT

A right to be shown respect, dignity and consideration.

You are entitled to receive care in a way that is respectful of your culture, beliefs, values and characteristics like age and gender. It is important to tell your healthcare provider of any changes in your circumstances.

Respect also includes being mindful of healthcare staff and other patients.

COMMUNICATION

A right to be informed about services, treatment, options and costs in a clear and open way.

Healthcare providers will tell you about the care you are receiving and help you understand what is happening to you.

You can contribute to communication by being as open and honest as you can be. To understand the instructions given to you, you can ask questions if you would like more information.

You can use interpreters if English is not your first language. Interpreter services are free and can be provided in person or by phone.

PARTICIPATION

A right to be included in decisions and choices about care.

You are encouraged to participate in decisions about your care. Ask questions if you are unsure about what is happening to you. Involve your family or carer if this makes you more comfortable and sure.



PRIVACY

A right to privacy and confidentiality of provided information.

You are able to see your records and ask for information to be corrected if it is wrong. In some situations your health information will need to be shared between healthcare providers.

You can also contribute by respecting the privacy and confidentiality of others.

COMMENT

A right to comment on care and having concerns addressed.

Healthcare providers want to solve problems quickly, but they need to be told about the problem first. If you have any suggestions about how services could be improved please let staff know.

The procedures used by the health service organisation to comment about your care should be made available to you. You can provide verbal or written comments about the procedures and your experiences.

To commend health workers, to complain about your health care and/or to be advised of the procedure of expressing concern about your care please contact your health service provider's patient liaison representative.