

Australian Charter of Healthcare Rights

Information for patients,
families and carers



ACT
Government

**Canberra Health
Services**

What is the Australian Charter of Healthcare Rights?

Everyone who uses health services in Australia has rights related to the care and services they receive.

The Charter describes what you or someone you care for can expect when receiving health care.

What are my rights?

When using a health service, you have a right to:

> Access

- have access to health care services and treatment that meets your needs

> Safety

- receive safe and high-quality health care that meets national standards
- be cared for in an environment that is safe and makes you feel safe

> Respect

- be treated as an individual, and with dignity and respect
- have your culture, identity, beliefs and choices recognised and respected



Feedback helps us keep our health system safe and working well.

> Partnership

- ask questions and be involved in open and honest communication
- make decisions with your health care provider, to the extent that you choose and are able to
- include the people that you want in planning and decision-making

> Information

- be given clear information about your condition, the possible benefits and risks of different tests and treatments, so you can give your informed consent
- receive information about services, waiting times and costs
- be given help, when you need it, to understand and use health information (including using interpreters)
- access your health information
- be told if something has gone wrong during your health care, how it happened, how it may affect you and what is being done to make care safe

> Privacy

- have your personal privacy respected
- have information about you and your health kept secure and confidential

> Give feedback

- give feedback or make a complaint without it affecting the way that you are treated
- have your concerns addressed in a transparent and timely way
- share your experience and participate to improve the quality of care and health services.

What do I do if my rights aren't being respected?

If you feel your rights haven't been respected while accessing care through Canberra Health Services, you can ask to speak with the manager of the service you are using. Talk about your concerns with them if you feel comfortable to:

Contact: **Consumer Feedback & Engagement Team**

From 8:30 am to 5pm weekdays

Phone: 02 5124 5932

Email: healthfeedback@act.gov.au

Contact: **Health Services Commissioner**

ACT Human Rights Commission

Phone: 02 6205 2222

www.hrc.act.gov.au

Your feedback can be kept confidential, will be dealt with professionally and will not affect the care you receive from Canberra Health Services.

You can give feedback anonymously or on behalf of someone else.

Where can I find more information?

Ask a member of staff or visit

www.safetyandquality.gov.au/your-rights

Acknowledgement of Country



Canberra Health Services acknowledges the Ngunnawal people as traditional custodians of the ACT and recognises any other people or families with connection to the lands of the ACT and region. We acknowledge and respect their continuing culture and contribution to the life of this region.



Accessibility (how to get this information in other ways)

To get this information:

-  • in large print
-  • to listen to
- in any other format
-  call (02) 5124 0000.



 Call 131 450

canberrahealthservices.act.gov.au/accessibility



Publication No 23/1039 | © Australian Capital Territory, Canberra June 2023