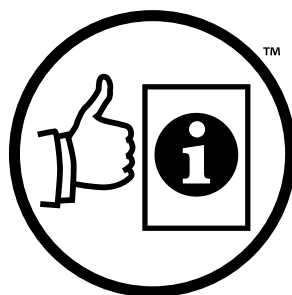


**AUSTRALIAN COMMISSION  
ON SAFETY AND QUALITY IN HEALTH CARE**



**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

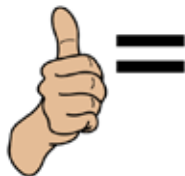
- care that is right for you



- 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.

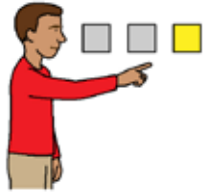


Respect means

- 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



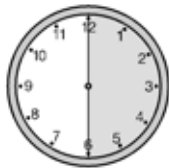
- see information about you

- 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.

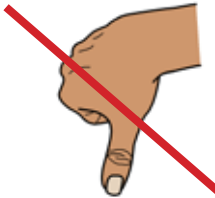


A complaint is when you say you are **not** happy with how you were treated.





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](http://www.safetyandquality.gov.au/your-rights)





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To contact Scope call 1300 472 673 or visit [www.scopeaust.org.au](http://www.scopeaust.org.au)

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

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