

The Australian Charter of Healthcare Rights

The *Australian Charter of Healthcare Rights* describes the rights of patients, consumers and other people using the Australian healthcare system. These rights are essential to make sure that, wherever and whenever health care is provided, it is of high quality and is safe.

The Charter recognises that people receiving health care and people providing health care all have important parts to play in achieving healthcare rights. It allows patients, consumers, families, carers and services providing care to share an understanding of the rights of

people receiving health care. This shared understanding helps everyone to work together towards a safe and high quality healthcare system. A genuine partnership between patients, consumers and providers is important so that everyone achieves the best possible outcomes.



Guiding principles

These principles describe how this Charter applies in the Australian healthcare system.

1. Everyone has the right to be able to access health care and this right is essential for the Charter to be meaningful.
2. The Australian government is committed to international agreements about human rights which recognise everyone's right to have the highest possible standard of physical and mental health.
3. Australia is a society made up of people with different cultures and ways of life, and the Charter acknowledges and respects these differences.

Your rights in the Australian Charter of Healthcare Rights

- **Access** – a right to access health care.
- **Safety** – a right to receive safe and high quality health care.
- **Respect** – a right to be shown respect, and to be treated with dignity and consideration.
- **Communication** – a right to be informed about services, treatment, options and costs in a clear and open way.
- **Participation** – a right to be included in decisions and to make choices about your health care.
- **Privacy** – a right to privacy and confidentiality of your personal information.
- **Comment** – a right to comment on your health care, and to have your concerns addressed.

For more information about the Australian Charter of Healthcare Rights and what it means to you as a patient, consumer, family member or carer using the Victorian healthcare system visit patientcharter.health.vic.gov.au

You can also contact the Health Services Commissioner on 8601 5200, Freecall on 1800 136 066, or visit www.health.vic.gov.au/hsc