

# My healthcare rights

This is the second edition of the **Australian Charter of Healthcare Rights**.

These rights apply to all people in all places where health care is provided in Australia.

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

## I have a right to:

### Access

- Healthcare services and treatment that meets my needs

### Safety

- Receive safe and high quality health care that meets national standards
- Be cared for in an environment that is safe and makes me feel safe

### Respect

- Be treated as an individual, and with dignity and respect
- Have my culture, identity, beliefs and choices recognised and respected

### Partnership

- Ask questions and be involved in open and honest communication
- Make decisions with my healthcare provider, to the extent that I choose and am able to
- Include the people that I want in planning and decision-making

### Information

- Clear information about my condition, the possible benefits and risks of different tests and treatments, so I can give my informed consent
- Receive information about services, waiting times and costs
- Be given assistance, when I need it, to help me to understand and use health information
- Access my health information
- Be told if something has gone wrong during my health care, how it happened, how it may affect me and what is being done to make care safe

### Privacy

- Have my personal privacy respected
- Have information about me and my health kept secure and confidential

### Give feedback

- Provide feedback or make a complaint without it affecting the way that I am treated
- Have my concerns addressed in a transparent and timely way
- Share my experience and participate to improve the quality of care and health services



**With the consent of the participant, as a carer your rights are to:**

- Be treated with respect and dignity.
- Receive an appropriate, quality service in a non-discriminatory manner.
- Confidentiality and privacy.
- Be involved in appointments and recovery planning with the participant.
- Ask questions relating to the participant's care and service provision.
- Refuse to be nominated as a carer/representative/other.
- Work as a team with Centacare's service by providing as much information as possible, including your concerns about them and their relationships with others.
- Provide feedback either in person, by telephone or in writing to the service provider as this will help us to improve the quality of service we provide.
- Be consulted and involved as partners in the delivery of support and care.
- Have access to the participant's non-personal information, including health condition, service provision, ongoing care and if applicable, health promotion and rehabilitation, with the consent of the participant.
- Help with your own difficulties, including education, information and service access and referral.
- Be given clear and concise explanations in terms that you can understand.

**Participants/Carers responsibilities:**

- Treat staff, volunteers and other participants with respect, courtesy and honesty and to maintain the privacy of others.
- Provide accurate relevant information to the staff member/s responsible.
- To participate in the service designed specifically to meet individual needs.
- Demonstrate courteous behaviour and acknowledge that Centacare will not tolerate abusive or violent behaviour.
- Report to Centacare any situations where they consider they have been treated unfairly, harassed or discriminated against by a Centacare staff member.

**Centacare has the right to refuse services to participants/carers at our discretion, if:**

- A person verbally or physically abuses staff or another person.
- Behaves in a manner causing safety risks or harm to others or serious damage to Centacare property.
- Is affected by alcohol or non-prescription drugs while attending Centacare activities.