

Consumer health rights and responsibilities

You have the right to:

- High-quality care that is safe, considerate and respectful
- Equal treatment - regardless of your ethnicity, faith, socio-economic circumstance, sexual orientation, gender identity, disability, body, migration status, age or if you are Aboriginal and/or Torres Strait Islander
- Clear, easy to understand information about your care options
- Have your privacy and confidentiality protected
- Make suggestions, give feedback and ask questions about your care
- Have someone represent you, including groups outside our organisation, who speaks up for people's rights
- Have an interpreter if you need one
- Access your health information

Your responsibilities are to:

- Provide as much information as you can about your history and current concerns to assist the staff supporting you
- Be involved in your care — ask questions, share any concerns, and let us know what treatment options you prefer
- Speak up if you do not understand something, need more information or can't be involved in talking through your care options
- Tell us if you cannot make the scheduled time for us to call, or if you cannot make an appointment we have made for you
- Share what you're thinking, but please stay calm — aggressive behaviour towards our staff is not okay

Our responsibilities are to:

- Explain your healthcare options to you
- Listen and check our own understanding with you
- Help you understand and use your rights
- Make sure your care follows all the right laws and regulations
- Talk to you about anything that goes wrong with your care; what happened, how it may impact you, and what we will change to make care safer

Adapted from the Australian Charter of Healthcare Rights.

