

# AUSTRALIAN CHARTER OF HEALTHCARE RIGHTS

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

The Charter recognises that people receiving care and people providing care all have important parts to play in achieving healthcare rights. The Charter allows patients, consumers, families, carers and services providing health care to share an understanding of the rights of people receiving health care. This helps everyone to work together towards a safe and high quality health system. A genuine partnership between patients, consumers and providers is important so that everyone achieves the best possible outcomes.

## Guiding Principles

These three principles describe how this Charter applies in the Australian health 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 commits 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.



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AUSTRALIAN COMMISSION ON  
SAFETY AND QUALITY IN HEALTHCARE

## What can I expect from the Australian health system

### MY RIGHTS

### WHAT THIS MEANS

**Access**—*Patients can contact us for an appointment*

I have a right to health care.

I can access services to address my healthcare needs.

**Safety**—*We have systems in place to ensure your safety*

I have a right to receive safe and high quality care.

I receive safe and high quality health Services, provided with professional Care, skill and competence..

**Respect**—*We value all patients*

I have a right to be shown respect, dignity and consideration

The care provided shows respect to me and my culture, beliefs, values and personal characteristics.

**Communication**—*We have information for informing patients*

I have the right to be informed about services, treatments, options and costs in a clear and open way

I receive open, timely and appropriate communication about my health care in a way I can understand

**Participation**—*We have an informed consent process*

I have a right to be included in decisions and choices about my care

I may join in making decisions about and choices about my care and about health service planning.

**Privacy**—*We have and follow a privacy policy*

I have a right to privacy and confidentiality of my personal information

My personal privacy is maintained and proper handling of my personal health and other information is assured.

**Comment**—*We encourage patient feedback and we have a complaint process*

I have a right to comment on my health care and have my concerns addressed

I can comment on or complain about my care and have my concerns dealt with properly and promptly.