

My healthcare rights

Aboriginal and Torres Strait Islander peoples have the right to:



Access

- Healthcare services and treatment that meets your needs
- You and your mob have the right to get healthcare that meet your needs

Safety

- You and your mob have the right to get safe and high quality healthcare
- Care in a space that is culturally safe and respectful

Respect

- You and your mob have the right to get respect when you use a health service
- Your Aboriginal and/or Torres Strait Islander culture and identity is recognised and respected

Partnership

- You and your mob have the right to partner with and yarn about your healthcare
- Make sure you include family in on the yarn with healthcare providers
- You have the right to choose who you want involved in your care planning

Information

- You and your mob have the right to get information about your health to make informed decision and give consent
- Get information about your health. This includes cost, wait times and services
- If you don't understand any information you can access help to make sure you know what is happening
- You must give informed consent before you say yes to any treatment or test
- Be told if something has gone wrong during your healthcare, how it happened, how it affects you and what is being done to make care safe

Privacy

- Healthcare staff must respect you and your mob's privacy
- Healthcare staff must keep your information safe and confidential

Give Feedback

- You and your mob have the right to give feedback
- This can be a complaint or a compliment
- Healthcare staff must listen to what you have said. They will address your concerns in a open and timely way
- Feedback from you and your mob helps make care better for our communities and will keep you healthy and deadly

This resource was adapted from 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.

For more information: [safetyandquality.gov.au/your-rights](https://www.safetyandquality.gov.au/your-rights)

We are here to help you:

With respect for culture, we are committed to reconciliation and supporting you and your family on your healing journey, during and after your visit to hospital. Please ask to speak to our Aboriginal and Torres Strait Islander Support Service who are available to support your cultural and emotional wellbeing while in hospital.

Adapted from The Australian Charter of Healthcare Rights, developed by the Australian Commission on Safety and Quality in Health Care (ACSQHC). ACSQHC: Sydney 2019. The Life in all its fullness artwork in the charter has been created by Tarni O'Shea - South Sea Islander and Butchulla artist. The artwork has been created to strengthen relationships between Aboriginal and Torres Strait Island Communities and UnitingCare. The artwork is for all staff and stakeholders to appreciate and engage with.