

My healthcare rights

Aboriginal and Torres Strait Islander people have the right to:



Access

- Healthcare services and treatment that meets your needs
- You and your family have the right to get healthcare that meets your/their needs

Safety

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

Respect

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

Partnership

- You and your family have the right to yarn and be involved in your/their own healthcare
- Family is great support, and if you wish, 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 have the right to get information about your health to make informed decisions and give consent
- Get information about your health. This includes cost, wait times and services
- If you don't understand any information, make sure you ask for help so the information you are getting about your health is clear and easy to understand
- Get as much information before you give consent or say yes to any treatment, test or procedure
- You must be informed about every aspect of the healthcare that is being provided to you, for e.g. what is involved in a procedure or test, what happens after, what is done to ensure your safety and importantly be told if something goes wrong with your healthcare

Privacy

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

Give Feedback

- You and your family have the right to give feedback
- This can be a complaint or a compliment
- Healthcare staff must listen to what you have said and address your concerns in a respectful, open and timely way
- Feedback from you and your family helps to make the healthcare better for other families in our community. We all work better together to keep ourselves, our family and our community all healthy and deadly



If you need help, ask to speak to the Indigenous Health Liaison Officer.

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

Adapted from The Australian Charter of Healthcare Rights, developed by the Australian Commission on Safety and Quality in Health Care (ACSQHC). ACSQHC: Sydney 2019.



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