



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 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 health care 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 Charter of Rights of Children and Young People in Healthcare Services in Australia (AWCH)

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