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Lifehouse

# 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.

# What can I expect from the Australian health system?

## MY RIGHTS

## WHAT THIS MEANS

### Access

I have a right to health care.

I can access services to address my healthcare needs.

### 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

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

I have a right to be informed about services, treatment, 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

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

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

### Privacy

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

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

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

# Comments and Complaints

Your care, comfort and satisfaction are important to Lifehouse.

Making a complaint will not affect your right to quality service and may help us to improve our services.

If you have any questions or are concerned about your treatment at Lifehouse we encourage you to:

## Option 1

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Discuss your concerns with the nurse, doctor, or other health professional involved in your treatment. They may be able to resolve your issues immediately or they can refer you to a more senior member of staff.

**If you do not wish to take this option, then the following alternatives are available:**

## Option 2

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Phone and speak with Lifehouse's Director of nursing to gain a greater understanding of the complaints process.

**Phone:**  
**(02) 8514 0690**

## Option 3

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Email or write to Lifehouse's Complaints Office.

**Email:**  
**complaints@lh.org.au**

**Mail:**  
**Lifehouse Complaints Office**  
**PO BOX M33**  
**Missenden Road NSW 2050**

## Option 4

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The Health Care Complaints commission is an independent body that receives and assesses complaints about Health Care practitioners and Health Care Services.

Contact the Health Care Complaints Commission:

**Level 13, 323 Castlereagh Street,**  
**Sydney NSW 2000**

**Telephone:** (02) 9219 7444

**Toll Free:** 1800 043 159

**Website:** [www.hccc.nsw.gov.au](http://www.hccc.nsw.gov.au)

