



Australian Charter of Healthcare Rights

1. Overview/procedure description

The Australian Charter of Healthcare Rights has been developed by the Australian Commission for Safety and Quality in Health Care and describes the rights of anyone seeking or receiving treatment within the health system. The RCH has modified the charter to make it appropriate to the paediatric environment. It is an expectation that all patients and their families are provided with the charter and assisted to understand their rights.

2. Related Policy

Consumer Focused Care

3. Procedure details

The Australian Charter of Healthcare Rights outlines the rights of anyone seeking or receiving care in the Australian health system regarding that care. The rights covered in the charter are:

- Access
- Safety
- Respect
- Communication
- Participation
- Privacy
- Comment

It is expected that staff inform patients and their families of their rights. A brochure has been prepared to assist in this. Staff should ensure that patients and their families understand their rights. Understanding these rights and making sure patients and their families understand them helps build partnerships in care. Building effective partnerships contributes to a safe and high quality healthcare system. The charter allows patients, consumers, families, carers and providers to share an understanding of the rights of people receiving health care.

Staff can access information to assist them in providing information about healthcare rights to patients and their families at:

[Australian Commission on Safety and Quality in Healthcare](http://www.rch.org.au/policy/policies/Australian_Charter_of_Healthcare_Rights/)

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Policies and Procedures : Australian Charter of Healthcare Rights

The web-site above contains links to the Charter in alternative versions including audio, Braille and 17 community languages.

Brochures should be available in all clinical areas and can be obtained from Material Resources, order number 348971. Clinical areas should develop a system to ensure that patients and their families are provided with the charter. Surveys will be conducted to determine the effectiveness of the use of the charter at RCH.

5. Reference

[Australian Commission on Quality & Safety in Healthcare](#)

6. Contacts

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