

My healthcare rights

This is adapted from the second edition of the **Australian Charter of Health Care Rights for patients and consumers of the Leukaemia Foundation.**

The Charter describes what you, or someone you care for, can expect when receiving care through the Leukaemia Foundation.

I have a right to:

Access

- Healthcare services and treatment that meets my needs

Safety

- Receive safe and high quality health care that meets national standards
- Be cared for in an environment that is safe and makes me feel safe

Respect

- Be treated as an individual, and with dignity and respect
- Have my culture, identity, beliefs and choices recognised and respected

Partnership

- Ask questions and be involved in open and honest communication
- Make decisions with my healthcare provider, to the extent that I choose and am able to at the time
- Include the people that I want in planning and decision-making

Information

- Clear information to understand my condition better and have meaningful conversations with my treating team, which will assist me in making informed decisions about my healthcare
- Receive information about services, waiting times and costs
- Be given assistance, when I need it, to help me to understand and use health information
- Access my health information
- Be told if something has gone wrong when receiving Leukaemia Foundation support services, how it happened, how it may affect me and what is being done to make care safe

Privacy

- Have my personal privacy respected
- Have information about me and my health kept secure and confidential

Give Feedback

- Provide feedback or make a complaint without it affecting the way that I am treated
- Have my concerns addressed in a transparent and timely way
- Share my experience and participate to improve the quality of care and health services



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