



When you use a health service such as the doctor, hospitals or rehabilitation centres, you have rights.

You need to know your health rights so you can speak up and complain if you have a problem.



1. Common problems with Health Services

People with disabilities may experience problems when they use a health service.

Some of the problems you may have include:

- You are not told what is happening to you and why.
- Workers may treat you differently because of your disability. This is discrimination.
- You are treated like a child.
- Health workers talk to your workers and/or family members but do not talk to you.
- The information is all jargon and is hard to understand.
- Health services may cost a lot of money.
- Buildings may not be accessible.





2. Your Health Rights

The Australian Government has written a **Charter of Health Rights**. The Charter says:

- You have the right to get healthcare.
- You have the right to **good** quality healthcare and to **be safe**.
- You have the right to be treated with **respect** and **dignity**.
- You have a right to get **information** about your health in a way you can **understand**.
- You have the right to **have a say** in all of the **decisions** made about your healthcare. Health workers **must talk to you** about your **treatment** and tell you about any **risks**.
- You have the right to **privacy**. This means **no one** can share your **information** with other people unless you say it is OK.
- You have the right to **speak up** and **complain** about your healthcare. Your health service **must listen** to your complaint and try to **fix the problem**.



Health services are not allowed to treat you differently because you have a disability.

This is discrimination.



It's
OK
to complain



3. How to make a complaint

If you are not happy with your healthcare you have the right to complain. If you want to complain you can:

- Talk to the doctor or health worker about the problem.
- Contact the **Healthcare Complaints Commission** in your state or territory.

If you are worried about making a complaint ask a friend or family member to help you.

4. Contact Information

On the next page is a list of who to contact in your state or territory with phone numbers and email addresses if want to make a complaint about your healthcare.

Contact details to make a complaint:

Australian Capital Territory	ACT Human Rights Commission Phone: 02 6205 2222 TTY: 02 6205 1666 Website: hrc.act.gov.au/health/health-service-complaints
New South Wales	Healthcare Complaints Commission Phone: 1800 043 159 (free call) Website: www.hccc.nsw.gov.au Email: hccc@hccc.nsw.gov.au
Northern Territory	Health and Community Services Complaints Commission Phone: 1800 806 380 (free call) Website: www.hcsc.nt.gov.au Email: hcsc@nt.gov.au
Queensland	Office of the Health Ombudsman Phone: 133 646 Website: www.oho.qld.gov.au Email: info@oho.qld.gov.au
South Australia	Health and Community Services Complaints Commissioner Phone: 1800 232 007 (free call) Website: www.hcsc.sa.gov.au
Tasmania	Health Complaints Commissioner Tasmania Phone: 1800 001 170 (free call) Website: www.healthcomplaints.tas.gov.au Email: health.complaints@ombudsman.tas.gov.au
Victoria	Health Complaints Commissioner Phone: 1300 582 113 TTY: 1300 550 275 Website: hcc.vic.gov.au