



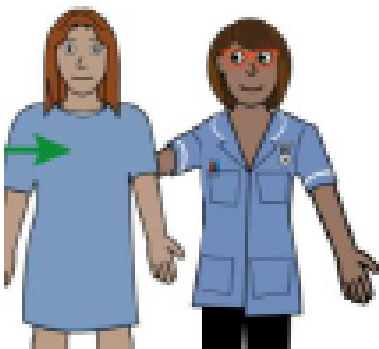
## Your health rights

# Australian Charter of Healthcare Rights



This **rights** can help you at:

- headspace
- your doctors
- your nurse
- hospital



- community health service
  - other places you go to get help and stay well
- They are places you go for **health care**.



You have the right to

- be safe



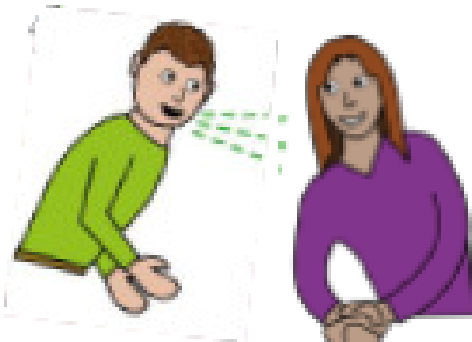
- keep things private if you want to. Like:
- your information
- your body



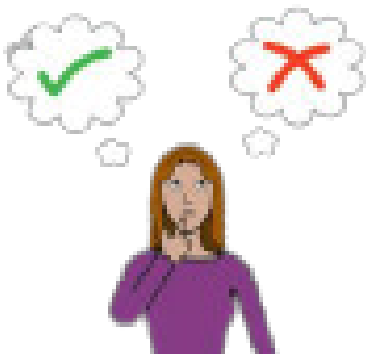
You also have the right to



- ask questions



- Be listened to.
- be believed.



- have choices about all the parts of your care. Like
  - who you see
  - what happens to you
- and
- have time to think about your choices.



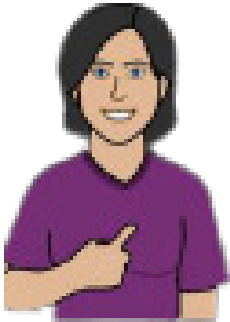
More rights. You have the right to



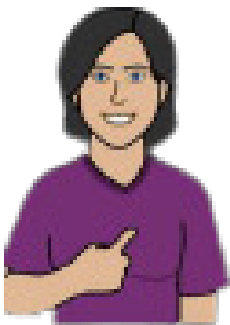
have more help when you want it. Like

- some one to help at appointments
- some one who can sign
- information in a way you understand

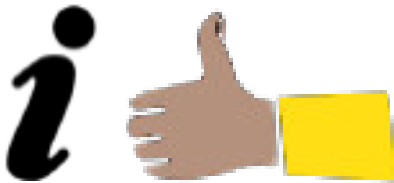
# What you must do



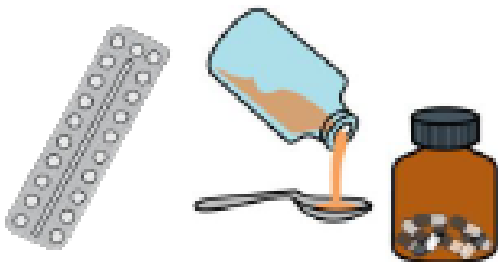
You want good health care.  
There are some things you must do..



You must:

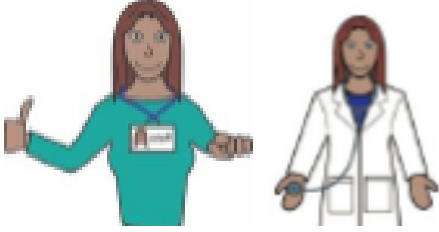


- give answers that are true
- be open and honest so we can help each other.

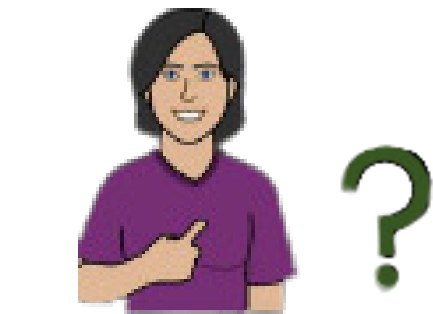


- anything you take to stay well. Like
- medication
- anything you react bad to - **allergies**

# What the health staff must do

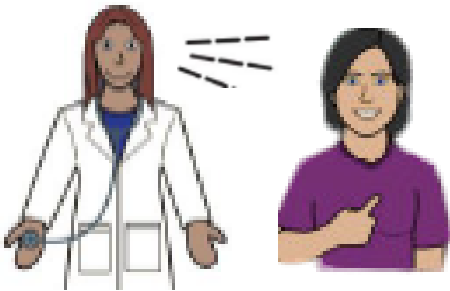


The health staff must give you good health care. They are some things they must do.



They must:

- get to know you. They may ask about different things in your life.



- speak to you



- tell you about your health
- tell you things in a way you can understand

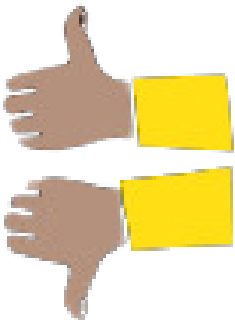
# You can ask questions



You have a right to ask questions about your healthcare.



- What can I do to help?
- What can I do to feel better?
- What happens if I do nothing?



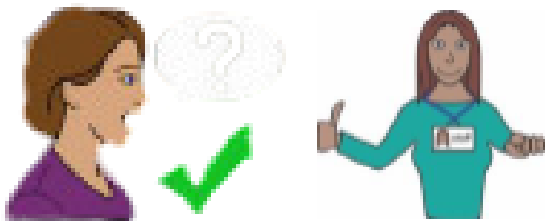
- what is good about this outcome?
- what is bad about this outcome?



- How much will it cost?



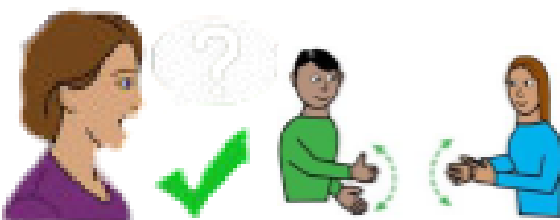
When you do **not** understand you can



- ask them to tell you again



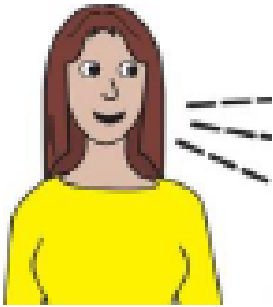
- ask your support person



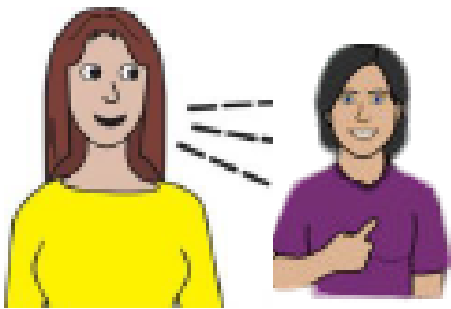
- Ask for other help. Like
- In a different language
- In sign language



# Speak Up.



Always speak up if you do **not feel well** or you do **not feel safe**.



At headspace you can tell

- your worker
- the staff at reception



At home you can

- call your doctor
- or use Page .. to contact help.

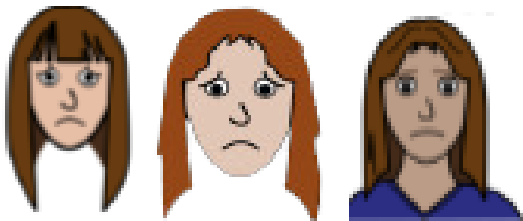


In an emergency call 000.

# Keep your mind well.

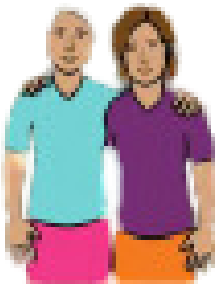


When you are not feeling great you can feel bad.



You may feel

- sad
- worried
- scared.



You can tell someone how you feel

- talk to your worker
- talk to your doctor
- talk to a friend

# Get Help



SW Healthcare Mental Health service

**1800 808 284**

Lifeline

**131114**



eheadspace

**1800 650 890**

Kids help line

**1800 551 800**



Beyond blue

**1300 224 686**

Q life

**1800 184 527**



Yarning SafeNStrong

**1800 95 95 63**

After hours GP line

**1800 022 222**