

Healthcare Rights

Summary This Information Bulletin advises NSW Health of the adoption of Australian Charter of Healthcare Rights and the Charter on the Rights of Children and Young People in Healthcare in Australia. Expectations around the use of the Charters and their supporting resources are described within.

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Author branch Patient Experience

Branch contact (02) 9391 9000

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Applies to Public Health Units, Local Health Districts, Board Governed Statutory Health Corporations, Chief Executive Governed Statutory Health Corporations, Specialty Network Governed Statutory Health Corporations, Affiliated Health Organisations, NSW Health Pathology, Public Health System Support Division, Cancer Institute, Government Medical Officers, Community Health Centres, NSW Ambulance Service, Dental Schools and Clinics, Public Hospitals

Distributed to Ministry of Health, Public Health System, Government Medical Officers, NSW Ambulance Service

Audience All Staff of NSW Health

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PURPOSE

This Information Bulletin advises NSW Health has adopted the [Australian Charter of Healthcare Rights](#) (second edition) and the [Charter on the Rights of Children and Young People in Healthcare Services in Australia](#) (collectively referred to as the Charters)

The Charters reflect NSW Health focus on elevating the human experience and the responsibility of health service staff to ensure that consumers or someone they care for are aware of their healthcare rights.

KEY INFORMATION

The Partnering with Consumers Standard of the National Safety and Quality Health Service (NSQHS) Standards requires that all health organisations have a charter of rights that is consistent with the *Australian Charter of Healthcare Rights* and easily accessible for patients, carers, families and consumers at different points throughout the healthcare journey.

The Charters are essential to ensure that safe and high-quality care is provided to all people, in all health settings. NSW Health facilities/ services should select the Charter that is relevant to their facility/ service. For some facilities/ services the use of both Charters may be appropriate.

The Australian Commission of Safety and Quality in Health Care (ACSQHC) has developed a range of [resources](#) to support people to understand and use the *Australian Charter of Healthcare Rights*. These include both text based and multimedia resources. The Charter is available in languages other than English as well as accessible formats including Auslan, Braille and Easy English.

NSW Health has also developed a range of [resources](#) to support people to understand and use the *Charter on the Rights of Children and Young People in Healthcare Services in Australia*.

The Charters in various formats and languages, along with supportive resources for staff and consumers are available for order through [stream solutions](#).

The Charters are to be accessible via local health district/ speciality health network websites and other appropriate digital applications.

All health professionals delivering healthcare services within NSW Health must be aware of the detailed rights outlined in the Charters and their responsibility to ensure all consumers understand their rights and have their rights protected and respected.

Staff are to provide consumers with the relevant Charter in their preferred language and format.

A process of education must exist for all staff to ensure there is up-to-date knowledge of the Charters and how they relate to NSW Health services.

The use and impact of the Charters is to be measured by local health districts and specialty health networks. This can be achieved through strategies such as audits of printing and distribution, interviews or surveys of patients, families and carers, and interviews or surveys of the workforce.

Consumers and the broader community can have confidence in our ability to uphold healthcare rights through our feedback and complaints management systems and public reporting mechanisms.

A [frequently asked questions](#) document is available.

Additional information about rights of consumers detained under the *Mental Health Act 2007* (NSW) is available [here](#).

REVISION HISTORY

Version	Approved By	Amendment Notes
IB2023_032 August-2023	Deputy Secretary, Patient Experience and System Performance	Converted into an Information Bulletin and adopted the charters as the primary source documents for healthcare rights.
PD2011_022 April 2011	Deputy Director – General, Strategic Development	Rescinds PD2009_053. Content updated to include changes to relevant legislation.
PD2009_053 August 2009	Deputy Director – General, Strategic Development	New Policy Directive