

# Women with Disabilities Australia



## Your health rights



This book is about your **health rights**.



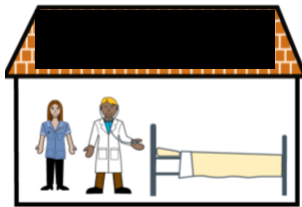
We wrote this book for women and girls with **disability**. Read more about **disability** in our book **New Words**.



We are Women with Disabilities Australia.

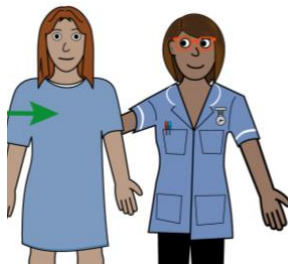


# Australian Charter of Healthcare Rights



These **rights** can help you at

- your doctors
- hospital
- nursing home



- community health service
- other places you go to get help to stay well.

They are places you go for your **health care**.



Women with Disabilities Australia



Know your rights

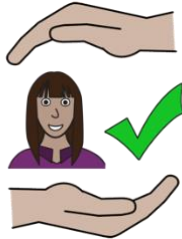
Read about rights in our book

**Know your rights.**

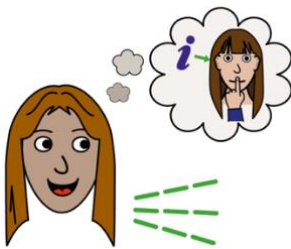




You have the right to



- be safe



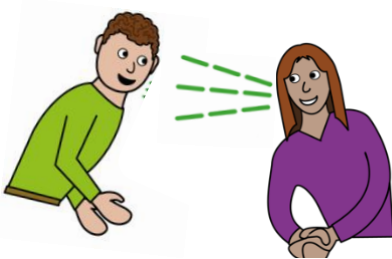
- keep things private if you want to. Like
  - your information
  - your body.



You also have the right to



- ask questions



- be listened to
- be believed



- have choice about all parts of your care. Like
    - which doctor you see
    - what treatment you have
- 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.



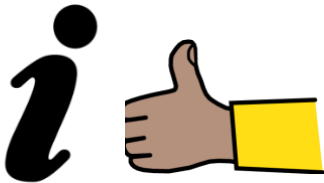
## What you must do

You want good health care.

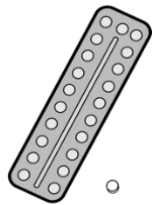
There are some things you must do.



You must



- give doctors answers that are true.



- tell doctors about

- any thing you take to stay well. Like

- pills

- creams



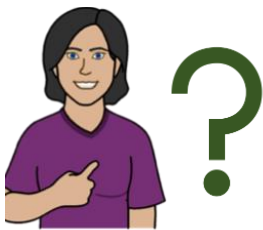
- any thing you react in a bad way to. Like peanuts.



## What the health staff must do

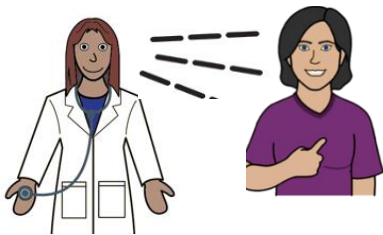
The health staff must give you good health care.

There are some things they must do.



They must

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



- speak to **you**



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



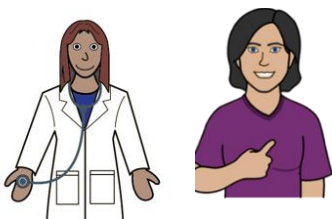


## Choose your treatment

Some times there are different things your doctor can do. These are your treatment choices. Your doctor must tell you about the choices. Some treatments may be better than others. Your doctor must tell you about this too.



Your doctor helps you choose your treatment.



Your doctor must tell you everything about

- your **illness**
- the treatment they will give you.



Your doctor must give you the information a way you can understand.

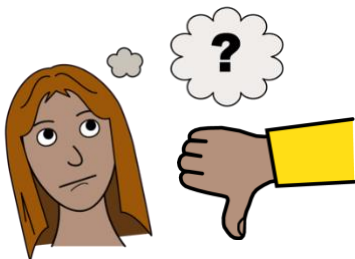


You must understand this information.

You may need to sign a paper before you start some treatments. Like

- surgery
- injection.

This is called **Informed Consent**.



Say **no** to treatment when you do **not** understand.

Tell your doctor you do **not** understand.

Ask your doctor to tell you in a different way. Like

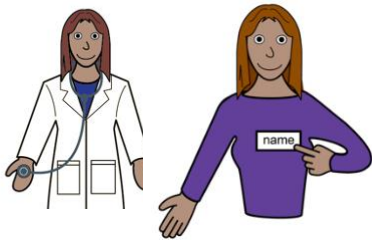
- draw a picture
- get some one who signs.



## You can ask questions

You have a right to ask questions about your health care.

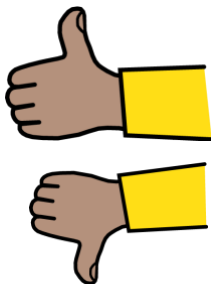
Like



- what is my illness called?



- what can I do to get better?
- what happens if I do nothing?



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



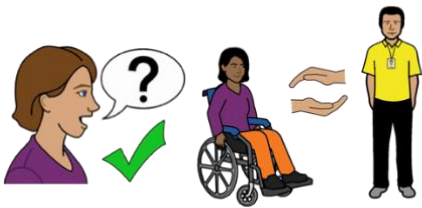
- how much will it cost?



When you do **not** understand you can



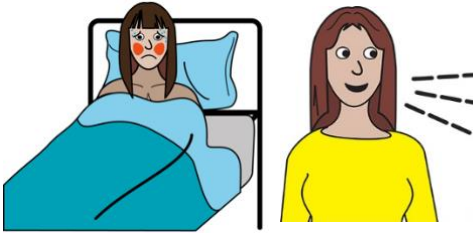
- ask the staff to tell you again



- ask your support person

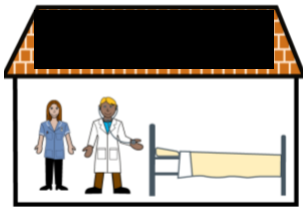


- ask for other help. Like
  - in a different language
  - sign language.
  -



## Speak up!

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



In hospital you can tell

- your doctor
- or
- a nurse.



At home you can

- call your doctor
- call Health Direct on 1800 022 222.



An emergency call ..... 000.



## Keep your mind well

When you are sick you can feel bad.



You may feel

- sad
- worried
- scared.



You can tell someone how you feel. You can

- talk to a friend
- talk to your doctor



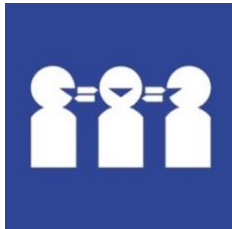
- call Beyond Blue on 1300 22 4636.



**National Relay service**

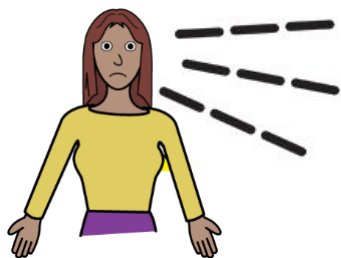
Call ..... 1800 555 677

TTY ..... 133 677



**Need a translator**

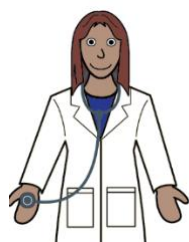
Call ..... 131 450



## What to do when some thing goes wrong

You can tell your health care service when some thing went wrong. Like a nurse did **not** talk to you.

This is called a complaint. You can tell



- tell your doctor
- tell a nurse you trust

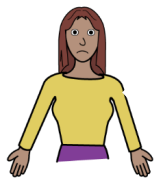


- fill out a form. Ask your doctor for one.



- ask your support worker to tell them.





Sometimes this does not fix it. You can talk to



- your state Health Ombudsman

or



- the Australian Health Practitioner Regulation Agency. They are also called AHPRA.



[www.ahpra.gov.au/Notifications/Raise-a-concern.aspx](http://www.ahpra.gov.au/Notifications/Raise-a-concern.aspx)



## Thank you

### **Who wrote this book?**

Women with Disabilities Australia wrote this book in 2019-2020.

This book is for general education and information only.

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### **Thank you for the money to write this book.**

The National Disability Insurance Scheme gave Women with Disabilities Australia some money to help build this website.

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