



Australian Government
Department of Health and Aged Care



Your right to good health care

Health Fact Sheet



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Your right to good health care



This fact sheet is about your right to good health care.



It tells you what good health care is.



Sometimes you do not get good health care.



You can make a **complaint**.

A **complaint** means speaking up when you are not happy.

This fact sheet tells you about complaints.

Good health care



There are many parts of good health care.

It is important that all health workers treat you well.



Good health workers listen.

A good health worker will take time with you.

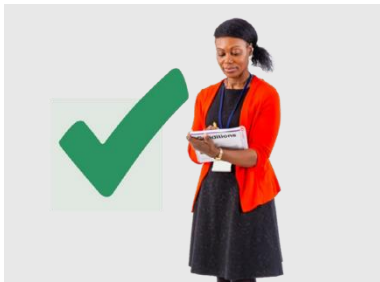


Good health workers ask questions.

And give you time to answer.



Good health workers let you ask questions.



A good health worker will offer health checks that are right for you.



They will explain what they want to do.



They will ask before they touch you.



Good health workers will keep your information private.

They will only talk to other people about your health if you say it is OK.

Finding a good doctor



Your usual doctor is called a **GP**.

GP is short for general practitioner.

It is good to see the same doctor each time.



Find a doctor who takes time with you.

Find a doctor who treats you with respect.



See your doctor for a health check 1 time each year.

Even when you feel well.

You can see your doctor anytime.

Making a complaint



Sometimes you might feel your health care was not good.

You might feel you were not treated well.

You might feel the health worker did not deal with your problem the right way.



You can make a complaint.

It is your choice to make a complaint.

It is okay to make a complaint.



The person should listen to your complaint.

And tell you what they will do about it.

How to make a complaint



You can make a complaint by talking to the person.

You can also talk to the person in charge.



You can call them.



Or you can write to them.

You can ask a friend or family member to help you.



Or you can ask an **advocate** to help you.

An **advocate** is someone who speaks up for you.

Tips for making a complaint



Talk to the person as soon as you can.



Be calm.



Explain the problem.

Tell the person how you want the problem to be fixed.

Where you can get help



You can get help to make a complaint.

You can call your state health complaints line.

The number is different for each state.



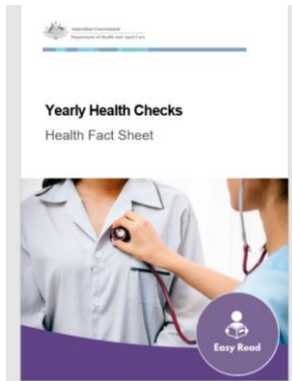
- NSW **1800 043 159**
- Victoria **1300 582 113**
- Queensland **133 646**
- ACT **02 6205 2222**
- Tasmania **1800 001 170**
- South Australia **08 8226 8666**
- Western Australia **1800 813 583**
- Northern Territory **1800 004 474**



You can also call the **NDIS Quality and Safeguards Commission**

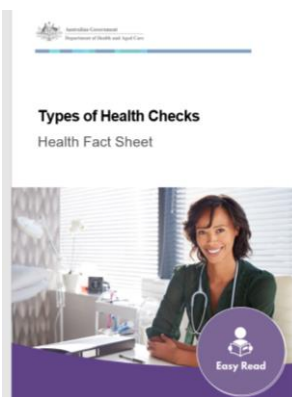
1800 035 544

Health fact sheets



We have info about **yearly health checks** here

<https://www.health.gov.au/resources/publications/yearly-health-checks-easy-read?language=en>



We have info about **types of health checks** here

<https://www.health.gov.au/resources/publications/types-of-health-checks-easy-read?language=en>

Resources



There are other health fact sheets and resources for health professionals managing patients with intellectual disability here

<https://www.health.gov.au/our-work/primary-care-enhancement-program-for-people-with-intellectual-disability>

Health.gov.au

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