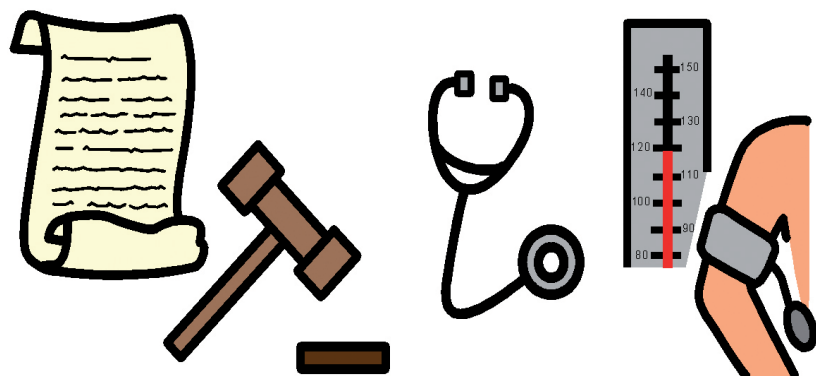
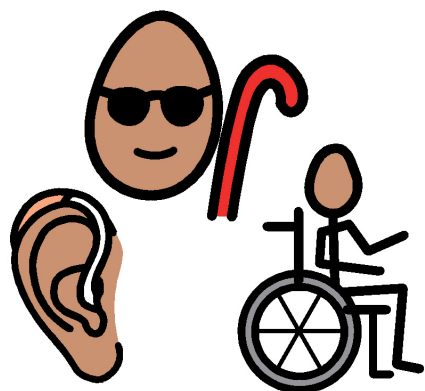


Your rights when you use health services in Victoria



Easy to read



You have the right to get the health services you need

- Some health services are free; Some health services are **not** free
- You do **not** need to have private health insurance
- You might go to different health services to get what you need. For example, physiotherapy, blood test, x-ray.



You have the right to safe and good health services

- You must give health services your information so they can help you
- Health services must give you information so you can make choices
- You can tell the health service if you think you are unsafe.



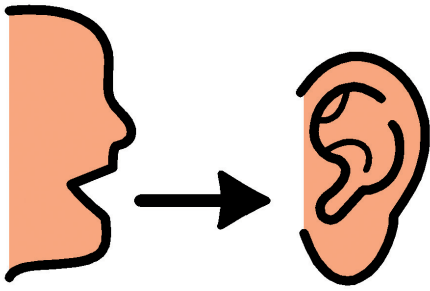
You have the right to get respect

Health services must be

- clean
- comfortable
- private.

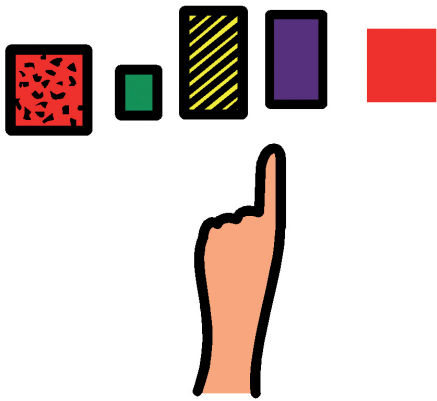
Health services must respect

- your culture
- your religion
- if you are a man or a woman
- your disability
- what you can eat and drink.



You have the right to good communication

- You must give health services your information so they can help you
- You can ask questions
- You can bring a family member or support person with you
- Health services should give you information you can understand. For example, give you important information with an interpreter, if you need one
- You can ask for a second opinion. This means you can ask a different doctor what they think.



You have the right to make choices

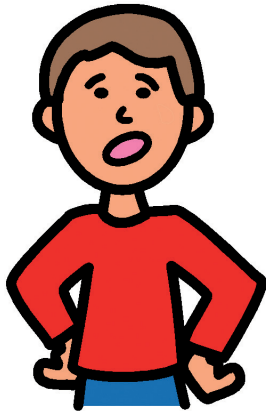
- You can choose the best health services for you
 - Your family member or support person can help you choose
 - If you cannot choose, your family member or support person can choose for you
- If you can, you can say no to health services
- You can help make health services better.

For example, write to services with your ideas, do surveys or go on a committee.



You have the right to privacy

- There are laws to look after your private information
- You choose who looks at your information
- You can see your own health information
- Health services might have to give your health information to other services.

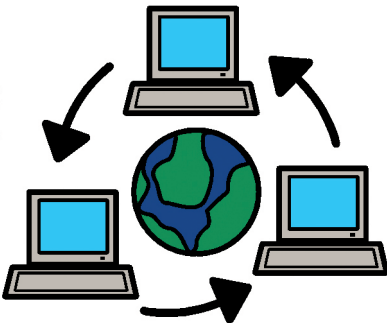


You have the right to give feedback

- You can complain to your health service
- The health service must try to fix your complaint
- If you are still unhappy
 - You can tell the Victorian Health Complaints Commissioner



Phone 1300 582 113

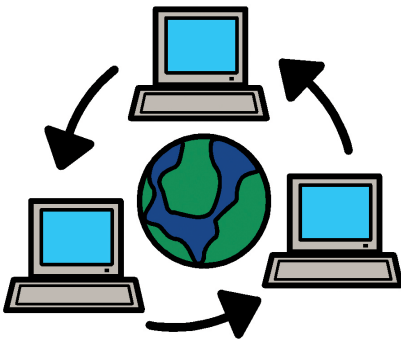


Website www.hcc.vic.gov.au

- You can go to other services for help, for example, advocacy groups. Advocacy groups can help you speak up or speak up for you.



More information



Website

www.health.vic.gov.au/patientcharter

Easy English version January 2011 Communication Resource Centre, Scope. Website www.scopevic.org.au

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