



Access



Safety



Quality



Respect



Information



Participation



Privacy



Comment

# Know your rights

We want you to receive the best health service. You have a right to know what the responsibilities are of our staff at the Women's and Children's Health Network. As a service there are eight rights that our staff follow when they work in partnership with you.

### **Access**

I have the right to access all health and community services, in the network.

### **Safety**

I have the right to feel safe from abuse and have my human rights upheld.

### **Quality**

I have a right to receive safe, reliable and coordinated services in my health network.

### **Respect**

I have the right to be treated with courtesy and dignity.

### **Information**

I have the right to clear and prompt communication about my health needs.

### **Participation**

My family and I have the right to be fully involved in decisions and choices about services planned and received.

### **Privacy**

Getting your consent is really important because you have the right to be involved in your care and to make choices about things that affect you. We value your information and will keep it safe and secure. However, if you are at risk of harm or hurt, being harmed or hurt or share that feel like hurting someone else; our workers must share this information to keep you and everyone safe.

### **Comment**

I have the right to be listened to and can comment on, or make a complaint about my health services.

## For more information

Contact your Nurse, Doctor or Allied Health Professional or  
Director Consumer and Community Engagement

Telephone: 8161 6935

Email: [Health.WCHNConsumerEngagement@health.sa.gov.au](mailto:Health.WCHNConsumerEngagement@health.sa.gov.au)

[www.wch.sa.gov.au/consumerandcommunity](http://www.wch.sa.gov.au/consumerandcommunity)

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