

Your right to good healthcare and how to make a complaint

About Easy Read

Easier words with pictures to help explain some ideas.

Your right to good health care and complaints

Young man pointing to a list on a clipboard. List says get help, make a complaint, get support.

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

It says what good health care is.

It explains how to find a good doctor.

Sometimes you might feel you did not get good health care.

It explains what to do if you do not get good health care.

You can make a complaint.

A complaint means speaking up when you are not happy.

It is ok to make a complaint.

The fact sheet says how to make a complaint.

It also says who you can talk to when you do not get good health care.

This fact sheet tells you what good health care is, your right to good health care and what to do if you do not get good health care.

When you get good health care, health workers:

- listen to you
- ask questions and give you time to answer
- let you ask questions
- explain what they will do in ways you can understand
- ask before they touch you
- keep your information private.

Sometimes you do not get good health care. For example, you might see a GP who doesn't listen to what you want and talks to your supporter instead of talking to you. Or you might see a nurse who touches you without asking.

You can make a complaint. A complaint means speaking up when you are not happy.

The fact sheet says it is ok to make a complaint. The fact sheet says who can you talk to when you have had health care that is not good.

We trust this resource

We trust this resource because it is:

- Made to help, not for profit
- Made by people who know a lot about the topic
- Made in Australia

We've checked this resource, and you can [follow our guide to know if health information is true and right for you.](#)

This resource was made by

Australian Government Department of Health, Disability and Ageing

The Department of Health, Disability and Ageing works to get better health and wellbeing

Wellbeing is how you feel in your body and mind. It includes your health, your feelings, and how you manage everyday life.

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