



Your rights. Your Choice. Your Control.

What are my healthcare rights?

Everyone receiving healthcare in Australia has certain rights and responsibilities. Your rights include the right to:

SAFETY

You have a right to receive safe and high-quality health care.

RESPECT

You will be treated in a manner that shows courtesy and consideration for your culture, beliefs, values and any personal characteristics, such as gender or disability.

PRIVACY

You have a right to personal information being kept confidential.

COMMUNICATION

You have the right to be informed about services, treatment, options and costs in a clear and open way.

CHOICE AND CONTROL

You have the right to choose your services and to be included in decision and choices about your healthcare.



CONTACT US for more info

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Contact Information

EMERGENCIES

In the event of a medical emergency, dial Triple Zero (000) and ask for an ambulance. Treatment is free at public hospitals to permanent Australian residents.

NON-EMERGENCY

If you have a minor illness or injury you should visit a general practitioner or an after-hours medical centre. If you can't get to a doctor or after-hours medical centre you can ring Healthdirect Australia, a 24-hour telephone health advice line 1800 022 222. A Registered Nurse will provide you with expert health advice.

INTERPRETER SERVICES

You can access an interpreter if you speak a language other than English. Translating and Interpreting Services (TIS) is a free service for NDIS participants. AUSLAN Interpreters are also available for a fee.

- Translating and Interpreting Services (TIS) 131 450
- National AUSLAN Interpreter 1800 246 945
- The Deaf Society (02) 8833 3611 (NSW only)
- Deaf Australia (03) 8691 1324 (VIC and TAS only)
- Deaf Services 1300 010 877 (QLD only)
- Refer to: <https://www.ndis.gov.au/medias/documents/h9f/h3b/8803724886046/FAQs-TIS.pdf>

EMERGENCY RESPITE

If you require information about emergency respite programs. Please contact the Commonwealth Respite and Carelink program on 1800 052 222 and 1800 059 059.

SUPPORT PEOPLE (ADVOCATES)

You can have a relative, carer, or other support person (advocate) to help you communicate with our staff at Better Rehabilitation. If you would like to link in with a disability advocate, please visit this website to search for a provider in your local area: <https://disabilityadvocacyfinder.dss.gov.au/disability/ndap/organisations>

CRISIS SUPPORT HOTLINES

24-hour crisis lines often serve as the first point of contact for individuals who are seeking help, support, and information. If you require emotional support, please contact one of the hotlines detailed below.

- Lifeline 13 11 14
- Suicide Call Back Service 1300 659 467
- Kids Helpline 1800 551 800
- MensLine Australia 1300 789 978
- Family Drug Support 1300 368 186

VIOLENCE, ABUSE, NEGLECT, EXPLOITATION & DISCRIMINATION ADVOCACIES

Please click on the following link to access the resource tool that allows you to find more advocates: <https://disabilityadvocacyfinder.dss.gov.au/disability/ndap/>