



Your Health and Care Rights in Hospital

For people with disabilities or extra support needs in hospitals across Australia

Your rights in hospital

You have the right to:

- **Safe Care** - Safe, high-quality care from trained staff in a clean place.
- **Access** - Help when you need it from hospitals or doctors.
- **Respect** - Treated fairly, kindly and with dignity at all times.
- **Partnership** - Involved in decisions about your care. You can include family or carers if you want.
- **Information** - Clear, easy-to-understand information about your health and options.
- **Privacy** - Your personal and health information kept private and secure.
- **Feedback** - Speak up or make a complaint without it affecting your care.

Your rights are protected by law

- **Disability Discrimination Act 1992** - Protects against discrimination because of disability.
- **Queensland Human Rights Act 2019** - Protects your rights when accessing health care (QLD).

- **NSW Anti-Discrimination Act 1977** – Protects rights for people with disability (NSW).
- **NDIS Quality and Safeguards Commission** – Ensure quality and safety of the NDIS, ndiscommission.gov.au

How to make a complaint

You can talk to:

- A hospital staff member
- The Patient Liaison Officer at the hospital
- Or contact:

Health Ombudsman QLD oho.qld.gov.au

NSW Health Care Complaints Commission (HCCC) hccc.nsw.gov.au

Common barriers to health care

- Long wait times or not enough services
- No transport or services being too far away
- Physical barriers like noisy or hard-to-move-around spaces
- Language, culture or communication difficulties
- Not enough support for people with disability
- Health condition automatically linked to disability

Hospital Support Teams that may be available

- Rehabilitation doctors
- Disability support workers
- Social workers
- Specialist nurses (e.g. spinal injury, intellectual disability)
- Occupational therapists, physiotherapists, and speech pathologists
- Clinical psychologists



ADA Australia acknowledges the Traditional Custodians of this land and pays respect to Elders, past and present.



ADA Australia and Words 2 Action is supported by



Australian Government

Key National Support Services

- NDIS - disability support and funding [ndis.gov.au](https://www.ndis.gov.au)
- My Aged Care - help for older Australians [myagedcare.gov.au](https://www.myagedcare.gov.au)
- Disability Gateway - information and referrals [disabilitygateway.gov.au](https://www.disabilitygateway.gov.au)
- Australian Commission on Safety and Quality in Health Care [safetyandquality.gov.au](https://www.safetyandquality.gov.au)

State-specific support

Queensland

- Queensland Health Disability Services [health.qld.gov.au](https://www.health.qld.gov.au)
- Office of the Public Guardian (QLD) - help with decision-making [publicguardian.qld.gov.au](https://www.publicguardian.qld.gov.au)
- Queensland Civil and Administrative Tribunal (QCAT) - help with guardianship and health care decisions [qcat.qld.gov.au](https://www.qcat.qld.gov.au)

Northern NSW

- NSW Health - Northern NSW Local Health District (NNSWLHD) [nnswlhd.health.nsw.gov.au](https://www.nnswlhd.health.nsw.gov.au)
- NSW Ageing and Disability Commission - support and advocacy [adc.nsw.gov.au](https://www.adc.nsw.gov.au)
- Family and Community Services (FACS) NSW - disability and carer support [facs.nsw.gov.au](https://www.facs.nsw.gov.au)



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Advocacy and peer support

Queensland

- QDN - Queensland Disability Network qdn.org.au
- CRU - Community Resource Unit cru.org.au
- Spinal Life Australia - support for spinal cord injury and physical disability spinal.com.au
- Multicap Queensland - support for high needs disability multicap.org.au
- ADA Australia - advocacy for hospital disability and aged care patients adaaustralia.com.au
- ADA Law - legal support for disability rights adalaw.com.au
- Carer Support Organisations - help for family and unpaid carers

Northern NSW

- Physical Disability Council of NSW (PDCN) - advocacy and rights pdcnsw.org.au
- People with Disability Australia (PWDA) - advocacy and support pwd.org.au
- Carers NSW - support for family carers carersnsw.org.au

Remember

When you are in hospital, you have the right to safe, respectful, and good quality care. There are laws that protect you, and many services that can help if you need extra support. Whether you are in Queensland or Northern NSW, you have the right to speak up if something is not right. Your voice is important, and there are people who will listen and help.



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