

Your rights and responsibilities as a Quitline user

Quitline has adopted the Australian Charter of Healthcare Rights¹ in providing its services. This means that users of Quitline have the right to:

Access

- services and information that meets your needs

Safety

- receive safe and high-quality health care that meets national standards

Respect and courtesy

- be treated as an individual, and with dignity, courtesy and respect
- have your culture, identity, beliefs and choices recognised and respected

Partnership

- ask questions, and be involved in open and honest communication
- make decisions with Quitline counsellors, to the extent you choose and are able
- include other people in your planning and decision-making

Information

- clear information about your condition, and the possible benefits and risks of different treatments
- receive information on all services provided by the Quitline
- access your health information held by the Quitline
- assistance to understand and use health information
- be told if there has been an incident (e.g. privacy breach) that might affect you

Privacy

- have your privacy respected
- have your information kept secure and confidential

Give feedback

- provide feedback or make a complaint without it affecting the way you are treated
- have your concerns addressed in a timely and transparent way
- share your experience and participate to improve the quality of care and health services

Users of Quitline also have responsibilities, and these are to:

Respect and courtesy

- treat Quitline counsellors with respect and courtesy, including letting the service know if you need to change the time of a scheduled call

Responsibility

- take responsibility for the results of any decisions that you make.

1. Australian Charter of Healthcare Rights <https://www.safetyandquality.gov.au/consumers/working-your-healthcare-provider/australian-charter-healthcare-rights>