



Reproductive Technology Council

CONSUMER RIGHTS ABOUT ASSISTED REPRODUCTIVE TECHNOLOGY (ART) SERVICES

YOUR RIGHTS

If you are or have been a consumer at one of Western Australia's licensed Infertility Clinics, then you have some rights under the Human Reproductive Technology Act (1991).

The Human Reproductive Technology Act (the Act) was established in 1993 to achieve a number of things, including-

- regulating and guiding the use of reproductive technology by overseeing practice and setting standards;
- protecting your welfare with respect to assisted fertilisation treatments, in balance with other things such as the welfare of any child born through such treatments
- promote public education and research; and
- prohibiting unsafe practice.

Although the Act is designed to monitor practices in human reproductive technology in the clinics, which are licensed under the Act, the day-to-day practice standards are largely governed by the clinics themselves. The Reproductive Technology Council (Council) monitors standards of service on a regular basis, and it appears that most people who use the services are satisfied with the standards of practice.

Under the Act your rights include-

- access to clear information about how the Act monitors the services available;
- access to clear information about the procedures that are available, and the likely safety and success of these procedures;
- the right to give consent to all aspects of the treatment and what may be done with your eggs, sperm or embryos: this right puts a responsibility on the clinics to gain your informed consent; and
- access to assistance in decision making about treatments, options and implications, and counselling, some of which may be included in the cost of your treatment.

HOW TO DEAL WITH ANY CONCERNS ABOUT THE SERVICES YOU RECEIVE

- In the first instance, please raise the matter at the clinic with the person you usually deal with.
- If that does not resolve the matter, follow the clinic's own grievance or complaints process.
- If you are not satisfied with the process or the outcome, we suggest that you make an appointment to see the clinic's director personally, and take with you a letter, which explains your concerns.
- If you are not satisfied with the outcome to that discussion and letter, you could consider contacting for advice or lodging a complaint with one or more of the following agencies-

Health Consumers' Council of WA

GPO Box C 134 Perth WA 6001

Tel (08) 9221 3422 or country callers 1800 620 780.

Fax (08) 9221 5435

Office of Health Review

7th Floor Albert Facey House 469 Wellington Street Perth WA 6000

Tel (08) 9426 0100 or country callers 1800 813 583

Fax (08) 9322 6848

Please also send a copy of your correspondence to the Reproductive Technology Council. The Council does not investigate or rule on individual concerns and complaints. However, if there are substantial levels of concern on any particular issue, it may be able to change practice in this respect.

The Reproductive Technology Council

189 Royal Street, East Perth WA 6004. Tel: (08) 9222 4260 Fax: (08) 9222 4236 www.rtc.org.au