Our Client Charter.

We will listen to you and work with you. By working together, you will receive the best service possible.

You have rights: to be treated well, to participate fully, to speak out. If we forget this, or treat you badly, you have the right to complain.

This information is taken from the Client Rights and Responsibilities Policy and Procedure. If you wish to read the entire policy, we are happy to provide a copy. Just ask.

It’s OK to Complain.
If we don’t respect your rights, tell us.

Call us: 08 8322 2792
Email: support@pahs.com.au
Pearson Allied Health Services
4/378 Main South Road
Morphett Vale SA 5162

Contact the NDIS Commission
www.ndiscommission.gov.au
Phone: 1800 035 544
TTY: 133 677
Interpreters can be arranged.

Advocates can help you complain
The National Disability Advocacy Program can help you work with an advocate.
Email: disabilityadvocacy@dss.gov.au

Or write to:
Disability, Employment and Carers Group
Department of Social Services
GPO Box 9820, Canberra ACT 2601
Or search "disability advocate" online.
Your Rights.

Your right to be treated well
• We will treat you with respect and dignity.
• We will treat you fairly and speak honestly.
• We will protect your personal information and only use it for the right reasons.
• We will provide good quality services that suit your needs, age, lifestyle and cultural background.

Your right to participate as you have the right to:
• A safe and comfortable place to use the service,
• Make choices and decisions about the services you receive,
• The information you need to make good choices
• Have someone help you make the best choices – an advocate or support person,
• To get help accessing services in the community.

Your right to speak out
• You have the right to complain about the service.
• You have the right to a reply as quickly as possible.
• If you still are not happy, you have the right to complain again, or talk with the NDIS Commission.

Your Responsibilities.

You can help
• Make sure to update your contact information as it changes.
• Keep your appointments – or let us know if you can’t.
• Choose someone to support you make decisions – an advocate, friend or family member.
• Treat other people with fairness, honesty and respect.
• Respect other people’s right to a safe and comfortable environment.
• Respect other people’s right to privacy and confidentiality.
• Give us honest feedback about our services.