

## 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](http://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.

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# PAHS

Pearson Allied  
Health Services

## RIGHTS & RESPONSIBILITIES



**Working together to  
achieve your goals**

## 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.

