

## 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 our Incident Management Policy and Procedure. If you wish to read the entire policy, we are happy to provide a copy. Just ask us.**

## It's OK to Complain

**Tell us what you think.**

**Call us:** 08 8322 2792

**Email:** [support@pahs.com.au](mailto:support@pahs.com.au)

### Pearson's Services

Level 1

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](mailto: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.**



**PEARSONS**  
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 to 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.

