



CLIENT CHARTER

Rights and Responsibilities

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, you have the right seek address.

Your Responsibilities

You can help

- Make sure to update your contact information as it changes.
- Keep your appointments – or let us know within 24hrs if you can't.
- Choose someone responsible 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.



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

- You have the right to a safe and comfortable place to use the service.
- You have the right to make choices and decisions about the services you receive.
- You have the right to the information you need to make good choices.
- You have the right to have someone help you make the best choices – an advocate or support person.
- You have the right to get help accessing services in the community.

Your right to speak out

- You have the right to seek clarifications about the service.
- You have the right to a reply as quickly as possible.

It's ok to seek clarity

Write to us:

Perth Integrated Health
PO Box 1289 Canning Bridge
Applecross 6153

Email us:

ndis@perthintegrated.com

Phone us:

9240 5266 or 9364 8626

Contact the NDIS Commission

web: ndiscommission.gov.au
phone: 1800 035 544
TTY: 133 677.

You don't have to talk to us, if you have a concern you can contact the NDIS Commission

Advocates can help you

The National Disability Advocacy Program can help you work with an advocate.

Email them at:

disabilityadvocacy@dss.gov.au

Or search "disability advocate" online.