

Client Rights and Responsibilities

Your rights:

PCCS will:

Your responsibilities:



Access to services

Provide equitable access to our services regardless of your sex, race, ethnicity, culture, language, religion, marital status, disability, sexual orientation, gender identity or age.

Inform us of any issues that cause you concern, so that referral to more appropriate services may be possible.



Safe and quality care

Match services to your ongoing needs and goals by appropriately qualified professionals.

Act in a way that ensures the safety of yourself, and others you may come into contact with, while receiving our services.

Provide support that is reliable, high quality, and culturally and linguistically relevant.



Treated with respect, dignity and consideration

Treat you with courtesy, dignity and respect.

Treat us and other clients with courtesy, dignity and respect.

Let us know if you are not available for an appointment.



Information

Inform you about available services in a way that you understand.

Give information that will help us meet your needs.

Keep any personal information you provide us safe.



Actively participate in decisions and choices

Consult with you about your needs, preferences and ways to participate in decisions and choices.

Have a say in the services that affect you and the way they are provided.

Ensure you have opportunities to include your carer, family, guardian or advocate in your care planning and decisions.

Take responsibility for the outcomes of any decisions you make.



Privacy and confidentiality

Respect your privacy and confidentiality.

Consent to which health service partners share your information during your care and support.

Change your consent to sharing information at any time.



Feedback or complain

Respond to your feedback in a fair and timely way.

Be fair and clear when making complaints to help us resolve any issues and to improve our service.

Contact details: 02 9477 8700 [website: www.pccs.org.au](http://www.pccs.org.au) [email: enquiries@pccs.org.au](mailto:enquiries@pccs.org.au)

For complements, feedback and complaints please email us to enquiries@pccs.org.au or download the complaint form from our [website](http://www.pccs.org.au)