

# Client Rights and Responsibilities Policy

## Introduction

This policy outlines

- The rights of clients while accessing PANDSI services.
- The responsibilities of clients while accessing PANDSI services.

## Client Rights and Responsibilities

### Client's Rights

Clients of PANDSI will:

1. Be treated with respect and dignity.
2. Receive support services, tailored as far as possible to the individual needs of the person with perinatal depression.
3. Have access to services without discrimination of any kind.
4. Have access to information about PANDSI, including services offered, policies and procedures, client rights and grievance procedures.
5. Have access to information about any other services which PANDSI staff consider may be of assistance to them. PANDSI will make every reasonable effort to refer to, or advise clients of, free services.
6. Be able to involve an advocate or interpreter of their choice at any time. Any costs incurred would be borne by PANDSI.
7. Have their privacy and confidentiality respected in compliance with relevant legislation including the *Privacy Act (1988) as amended* and related ACT laws.
8. Have, subject to the rights of others, access to their personal records held by PANDSI, as stipulated under the Freedom of Information Act (2010) and the Health Records Privacy and Access Act (1997).
9. Be able to discontinue use of PANDSI services without recrimination or retribution of any kind.
10. Be able to express grievances about PANDSI services, and expect to be treated fairly, promptly and without retribution.
11. Be offered services sensitive to their needs irrespective of cultural, religious and language backgrounds, sexual orientation or family structure.

12. Be able to provide feedback to PANDSI via anonymous evaluation of services.
13. Be advised as soon as possible by PANDSI of any change in service arrangements.
14. If a photograph of a client is taken during PANDSI's service delivery, PANDSI will not publish that photo without that client's express written consent.

## **Client's Responsibilities**

PANDSI clients accept the following responsibilities:

1. To treat PANDSI staff with the same level of respect and dignity as they would like to be treated themselves.
2. To provide PANDSI with all necessary information to achieve suitable and effective service delivery.
3. To assist PANDSI staff in the assessment of their needs and in negotiations to formulate a service arrangement which best suits their needs.
4. To agree to a fair contribution or fee (where applicable) for service provided.
5. To negotiate with PANDSI staff if changes to support arrangements are required.
6. Be considerate of the recommended care plan and appointment times made (for discussion and participation in program sessions) as agreed upon with the Support Worker. In particular, notify any cancellations at least 24 hours beforehand whenever this is possible. This enables clients to achieve maximum benefit from PANDSI services and ensures that the Support Worker time is used effectively.
7. To ensure that PANDSI has emergency contact information before any active involvement in services and that this information is up to date.
8. To adhere to written agreements made between PANDSI and themselves.
9. To adhere to the 'Group Participation Agreement' completed during group sessions. This agreement relates to behavioural standards and includes;
  - Respect for self, others, venue and opinions
  - Ensuring the safety of self, others and children
  - Confidentiality of information shared during PANDSI services
11. To communicate any concerns or grievances by using the grievance procedure.