



The Paraplegic & Quadriplegic Association of South Australia Ltd

CLIENT RIGHTS AND RESPONSIBILITIES STATEMENT

STATEMENT

The Paraplegic & Quadriplegic Association of South Australia Ltd (PQSA) believes that we all have rights and responsibilities. In accordance with overarching human rights and quality and safeguarding principles, PQSA is committed to promoting ethical, legal, respectful and safe service delivery, which generates positive outcomes for all people involved in PQSA's service delivery.

RIGHTS



You have the right to be:

- Treated with dignity and respect
- Be given services from PQSA which are free from discrimination, exploitation, harm, neglect, abuse or violence
- Be given services from PQSA that takes care of all your needs like your social, religious, cultural and emotional needs.



1. PQSA makes sure your rights are taken care of, by doing the following:

- Making sure you are included in making any decisions about your supports
- Working with you to make sure the planned services help you to achieve your goals
- Working with you to make sure that you take part in the community
- Giving you the choice in your support and services that meet your needs where possible



- If someone else is managing your plan then PQSA will make sure they are included in making any decisions about the supports you receive.

2. You have the right to have your privacy maintained by PQSA:

- PQSA makes sure we keep personal information private
- PQSA makes sure we don't give any information about you to anyone without your permission
- PQSA will give you information about any records or information about you with a PQSA employee present with you at the same time.



3. PQSA will engage in open and transparent communication so you can ask for:

- Most recent information about PQSA and the services we provide in a easy version
- An interpreter if you need one to help you understand in your language
- Clear information about the services you are receiving
- To refuse a service or if you decide to change the organisation that gives you support you can do that and PQSA will help you to making the change.



4. If you need to give feedback or make a complaint PQSA will support you in doing this:

- PQSA will listen to you with respect
- PQSA will look into your complaints fairly and we will make sure we find solutions to your issues
- PQSA will make sure every client has the right to give us feedback about our services in a fair way
- PQSA will help you with any advocacy support you need, and if you need an independent advocate as well
- If you are not happy with a decision made then PQSA will give you information about how you can ask for the decision to be looked at again
- PQSA will use the feedback and complaints clients make to improve our services and to educate our workers
- If you have made a complaint then PQSA will make sure you are included in finding a solution
- If you have made a complaint then PQSA will make sure you know about the progress of the complaint and if any decisions are being made.



5. If services charges apply to you, then PQSA will:

- Make sure we explain you the charges clearly
- Give you invoices in a timely manner
- Sign a Service Agreement with you.



6. PQSA will make sure our services aim to improve and will also make sure you have:

- A choice of being supported by skilled and qualified workers
- Services that you receive are in a safe work environment
- Services that you receive follow PQSA's values and meet quality standards.

RESPONSIBILITIES

You have the responsibility to:

- Give PQSA workers respect and dignity
- Give PQSA workers an environment free from discrimination, exploitation, harm, neglect, abuse or violence
- Respect the workers' rights to their social, religious, cultural, and emotional needs
- Respect a worker's right to privacy and confidentiality
- Not ask workers to do more work than what they are meant to do
- Not ask workers to stay longer than their agreed shift times
- Give workers a safe work environment which does not have any dangerous hazards or obstacles that can cause injury or harm



RESPONSIBILITY



Communication and service delivery



You should:

- Feel comfortable about asking workers about your services if you need to
- Give some notice if you need to change the booked service
- Give PQSA enough information so that we can give you the right support in a safe way
- Be open and honest when you talk with PQSA.



You are responsible for:

- Giving PQSA enough information so that we can charge you for the services you received
- The payment of any booked and agreed charges.

