

Client Rights and Responsibilities



Government
of South Australia
Department of Human Services

Your rights

We will

Your responsibilities



Access to services

Give you access to services that meet your needs where possible

Tell us of your needs and when your needs change



Safe from abuse

Provide services in a safe environment

Act in a way that helps both you and others to be safe



Quality services

Provide you with high quality services

Tell us when you cannot keep appointments



Treated with respect

Treat you with courtesy, dignity and respect

Treat us and other clients with courtesy, dignity and respect



Information

Provide information that meets your needs in a way that you understand

Give information, which will help us meet your needs



Actively participate

Include you in decisions about services planned for you

Get information from others to help you with your choices



Privacy and confidentiality

Respect your privacy and keep your personal information safe

Consider allowing us to share your information to protect yourself and others



Feedback or complain

Respond to your feedback in a fair and timely way

Be fair when making complaints and help us to resolve issues