

PDCN Member and Service User Rights and Responsibilities

PDCN Member and Service User Rights

1. Every Service User has the right to services free of harm, neglect, abuse, exploitation or violence. (To this end all PDCN staff and contractors must hold current NSW Police Checks and, where appropriate, a current Working with Children Check.)
2. Service Users have the right to know their rights, and to receive appropriate information. Should a service user need support to understand their rights, PDCN can provide support, or direct the service user to an individual advocacy organisation that can provide support.
3. Service Users have a right to know the standard of service which they can expect. Services will be provided in a safe manner which respects the dignity and independence of the Service Users and is responsive to the social, cultural, or physical needs.
4. Service Users have the right to self-expression and to be respected as valuable community members.
5. Service Users or (with the Service Users's permission) their carer/family member, have a right to access to all of their personal information held by the Service.
6. Service Users' rights to privacy and confidentiality will be respected.
7. In cases where a Service User has a legal guardian or advocate appointed to act on their behalf, the rights of the guardian or advocate are to be acknowledged and respected.
8. Service Users have the right to a person centred service, whereby they are integral to the decision-making process regarding their participation in programs and referral to services. PDCN staff will make every effort to enable the service user to make a decision or assist families, carers and advocates to come to an agreement before a substitute decision maker is engaged.
9. Service Users have the right to refuse a service, and refusal will not prejudice their future access to services.
10. Service Users have a right to have their complaints dealt with fairly, promptly and without retribution. The Service Users may involve an advocate of their choice to represent their interests. If the service user does not want to bring the complaint to PDCN they can go directly to the NSW Ombudsman (ph:1800 451 524) **See overleaf for more information on how to provide feedback or make a complaint.**

PDCN Member and Service User Responsibilities

1. Service Users should act in a way which respects the rights of other Service Users and PDCN staff Members.
2. Service users have the responsibility to think realistically about the scope and parameters of the services offered by PDCN. We ask that you recognise that we'll do our best with the resources available to us.
3. Where PDCN is providing services in a Service Users chosen location, Service Users have the responsibility to ensure that they provide a safe, smoke/drug free environment for PDCN employees/contractors or other service users.



Make a complaint:

Our commitment to you

We rely on and value your feedback. If you're unhappy about an experience you've had with us, we want to hear about it.

We're committed to providing you the highest level of service. To do this, we need to learn and improve – which is why we need your feedback.

When you provide feedback, it helps us to think and plan how we can make things better – for you and for all the people that we serve.

To provide us with feedback or to make a complaint, please complete the form on the [contact us](#) page or call us on 1800 688 831.

You may wish to take your complaint directly to the NSW Ombudsman, you do not need to direct your complaint to us first. The [NSW Ombudsman](#) can be contacted on 1800 451 524.

Alternatively, the Australian Charities and Not-for-profits Commission (ACNC) is another external complaints' body. The ACNC can be contacted on 13 22 62.

To view PDCN's full complaint policy please visit our website www.pdcnsw.org.au