People who use PANDA services have the right to:

- Support and service of a high standard, regardless of their social status, age, race, gender, culture, language, sexuality, spirituality or political belief.
- Appropriate and comprehensive information about perinatal mental health, services, treatment and local referral options.
- Adequate information to make informed choices about participation in services or programs.
- Choose what information they share about themselves.
- Know the name and role of the staff or volunteers providing support, and expect that they will comply with PANDA’s code of conduct and policies and procedures.
- Contribute to decisions regarding their care and support.
- Make the decision to accept or refuse support offered by PANDA.
- Expect that personal information will be handled in accordance with PANDA’s privacy policy.
- Expect your privacy and confidentiality will be protected in line with relevant laws.
- Access an accredited interpreter at any time.
- Involve a support person or advocate at any time.

PANDA believes that all users of our services should be treated in line with the principles of recovery-oriented practice1:

1. Recognising uniqueness of the individual
2. Empowering people to make real choices
3. Promoting an individual’s attitudes and rights
4. Treating people with dignity and respect
5. Promoting partnership and communication
6. Continuously evaluating recovery
• Access the National Relay Service for callers with a speech and/or hearing impairment at any time (https://relayservice.gov.au/).
• Access information recorded about them by PANDA, in line with relevant laws.
• Provide feedback or make a complaint about a service provided by PANDA.
• Contribute and participate in the development of mental health policy and representation of mental health consumer interests.
• Access a staff member of their own gender, wherever possible.

People who use PANDA services have the responsibility to:
• Provide accurate and honest information about themselves in order to receive the best care.
• Take responsibility and accept the consequences of their own informed decisions.
• Understand that PANDA is permitted to disclose information when we believe a person is at risk of harm.
• Be respectful and courteous of others, including PANDA staff, volunteers, and any other users of the service they may come across in the course of accessing support.
• Adhere to relevant Conditions of Use when accessing PANDA’s online services.