

Rights and Responsibilities

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

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.

- 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.