



# Customer Charter

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A guide to your rights and  
responsibilities.

## Our customer charter

- We will listen to you and work with you to provide the services you have asked for.
- By working together, you will receive the best service possible.
- You have rights: to be treated well, to participate fully, to speak out.
- If we forget this, or treat you badly, you have the right to complain.

Please ask our staff if you would like to know more. Contact us if you would like to read our full Client Rights and Responsibilities Policy and Procedure.

## Your right to be treated well

The staff at Professional Assistance for Living promise to:

- Treat you with respect and dignity.
- Treat you fairly and speak honestly.
- Protect your personal information and only use it for the right reasons.
- Provide good quality services that suit your needs, age, lifestyle and cultural background.

## Your right to participate

You have the right to:

- A safe and comfortable place to use our service.
- Make choices and decisions about the services you receive.
- The information you need to make good choices.
- Have someone help you make the best choices – an advocate or support person.
- Get help accessing services in the community.

## Your right to speak out

You have the right to:

- > Complain about the service you receive from us.
- > A reply from us, as quickly as possible.
- > Make another complaint, or talk with the NDIS Commission, if you are unhappy with our response.

## Who to contact

If we don't respect your rights, please tell us. To contact us directly:

Email us: [info@pafl.com.au](mailto:info@pafl.com.au)  
Write to us: Professional Assistance for Living  
48 Glanville Street, ETHELTON SA 5015  
Phone us: 0434 339 910

You can also contact the NDIS Commission. You don't have to talk with us.

Visit: [www.ndiscommission.gov.au](http://www.ndiscommission.gov.au)  
Phone: 1800 035 544  
TTY: 133 677

An advocate is someone else who can help speak up for you. The National Disability Advocacy Program can help you find an advocate.

Email: [disabilityadvocacy@dss.gov.au](mailto:disabilityadvocacy@dss.gov.au)  
Visit: <https://disabilityadvocacyfinder.dss.gov.au/disability/ndap/>

