



PALASSIST SERVICE USER RIGHTS AND RESPONSIBILITIES

PalAssist is accessible to all persons based on their need for Queensland-specific palliative care information and support.

The service is accessible between the hours of 7am to 7pm, 7 days a week through online and telephone support.

Telephone 1800 772 273 • [Call back](#)

Website www.palassist.org.au • [Webchat](#) • Email info@palassist.org.au



SERVICE USER RIGHTS

As a PalAssist service user, you have a number of rights.

You have the right to:

- **Be informed and participate in decision-making:** to participate in and contribute to decision-making, including how to use the information provided
- **Be listened to and understood:** to receive clear, easy to understand information and support which promotes, upholds and respects each individual person's rights to freedom of expression, self-determination and decision-making
- **Be treated with dignity, respect and courtesy:** to receive services in a professional, courteous and caring manner that respects and appreciates each person's individuality regardless of social status, age, gender, race, sexual preference, religion, cultural and linguistic background, political beliefs, mental health or any disabilities
- **Exercise your rights without adversely affecting the way you are treated:** to be able to freely ask questions, provide feedback and make recommendations related to the services received
- **Be an active partner** in the services provided
- **Be able to have a support person/advocate/ally of your choice** to represent you in matters relating to their support
- **Have the right to make a complaint:** to have any complaints dealt with fairly and promptly with the expectation that any complaint will be investigated appropriately and without retribution or a sense of fear
- **Have your needs considered and be informed in a way that you understand:** to have the right to receive timely information that is responsive to your needs, in a manner that best fosters understanding, informed choice and fosters wellbeing
- **Have your privacy and confidentiality protected and respected:** to expect that your personal privacy is respected, and confidentiality protected; including having access to personal information as permitted by law
- **Receive safe and high-quality services:** to have your identified information and support needs assessed by qualified health professionals who provide appropriate information and support that aligns with evidence-based best practice
- **Refuse a service:** to understand that refusal will not prejudice future access to this service
- **Receive a service free from abuse, neglect, exploitation, and discrimination**



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SERVICE USER RESPONSIBILITIES

As a PalAssist service user, you have number of responsibilities.

You have the responsibility to:

- **Display respect:** to be respectful of the employee associated with the provision of this service
- **Provide sufficient information:** to enable the employee to provide the appropriate information and support you
- **Take responsibility in decision-making:** to participate in making your own decisions and to ask for more information if you don't understand something
- **Only use the service for its intended use:** to access the service for the purpose of obtaining information, practical and or emotional support, and/or referral
- **Provide up to date contact information:** to provide updated information on any change to your contact details
- **Keep your appointments:** to let the respective service know if you cannot make the appointment time
- **Respect other people's rights:** to be respectful of other people rights to a safe, secure, and comfortable environment
- **Treat other people with dignity, respect and courtesy:** to treat other people, accessing the same service, as you have the right to be treated
- **Respect other people's rights to privacy and confidentiality:** to ensure other people's confidentiality is protected and their privacy respected
- **Follow the service's guidelines and or procedures:** to follow the policies, guidelines, and procedures of the service as they relate to service users and access to support

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