

Client Rights and Responsibilities

Your right as a client

As a client of Transcendent Case Management & Consulting, LLC, you can expect to:

- Be treated with respect, dignity and courtesy regardless of age, disability, cultural and linguistic background, gender, sexual orientation, socio-economic status, and religious or spiritual beliefs.
- Have your right to privacy and confidentiality protected, within the limits imposed by the law and the duty of care.
- Have fair and equal access to Transcendent's services.
- Have access to information about your case management and service options and be involved in decision-making regarding these options.
- Be able to refuse any, or all, assessment and care that is offered.
- Access your records by request in accordance with the *Privacy Act 1988* the *Freedom of Information Act 1982*.
- Receive services to comply with appropriate standards of professionalism, competency and accountability.

Your responsibilities as a client

As a Transcendent Case Management & Consulting, LLC client, you are responsible for:

- Respecting the right of other clients and staff to privacy and confidentiality.
- Treating other Transcendent clients and staff in a respectful manner.
- Ensuring that you are not under the influence of alcohol or other drugs, and/or behaving in a way (including the use of profanity during sessions) which makes delivery of service difficult or dangerous.
- Attending appointments and advising the relevant VVCS centre as soon as possible if you are unable to attend.
- Respecting the property of Transcendent staff.
- Honoring agreements made with Transcendent about service provision and care.

Grievances

Transcendent Case Management & Consulting, LLC desires to deliver professional, quality services, and conduct business operations built on a framework of integrity and ethics. We therefore, have a procedure for addressing grievances by clients, families, providers, and agencies. The owner and designated personnel can assist with complaints and grievances.