



Client Rights and Responsibilities

Your rights 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 Case Manager 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_____.

Signed: _____ Date: _____

Witness: _____ Date: _____