

your responsibilities *cont'd...*

Please do not come to appointments at MASP under the influence of alcohol or illegal drugs. If you do, you may be asked to leave the premises immediately.

- You have a responsibility to behave appropriately at all times

You must act in a way that respects the rights of other service users and staff members. Use of foul language or display of abusive or threatening behavior to MASP staff (including our reception staff) or towards other people using this service is not acceptable. If you do behave in this way you will be asked to leave the premises immediately.

- You have a responsibility to dress appropriately when you come to MASP

When attending appointments or services at MASP please dress in an appropriate manner. This is courteous to everyone (as a minimum, shirt tops and footwear must be worn when attending any MASP facility).

your rights and responsibilities

welcome to mallee accommodation and support program (MASP)

need more information?

If you need more information about your rights and responsibilities at MASP please do not hesitate to ask your allocated Case Manager. There are also pamphlets available to you on 'Appeals and Complaints' and 'Privacy and Confidentiality'.

You can also get more information about us on the Internet. Go to www.masp.org.au or to connectingcare.com

At connectingcare.com you can make an electronic referral to MASP if you wish.

www.masp.org.au

contact MASP

Mallee Accommodation and Support Program Inc.
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Email info@masp.org.au
140 Langtree Avenue Mildura Victoria 3500



we hope that we can help you achieve your aims and goals.

We take pride in the service we give to our community and aim to give you a professional and responsive experience in your dealings with us. At MASP, we take our commitment to our clients very seriously !

As a user of this service you have certain **rights**. It is important to MASP, to make sure that you are aware of them. These rights include the right to make formal complaints about the service you receive. As well as rights however, you also have certain **responsibilities**.

Together, these **rights and responsibilities**, help to ensure that you obtain the best experiences and services to suit your needs.

The most important aspects of these **rights and responsibilities** are set out in this brochure.

Please note that your **rights** in certain areas **might be limited** if you have been ordered by a court to attend services or directed by another agency who has legal power to do so (such as the Department of Human Services). Your Case Manager will explain any such limitations with you.

your rights

- You have the right to be treated with respect and dignity and without any discrimination on account of your cultural background, age, gender, sexual preference or social status.

This support person(s) can be anyone you wish, eg a family member or friend. You may also want to have an Interpreter. If you need an official Interpreter, ask MASP to organise this prior to your visit.

- You have the right to have a support person(s) or advocate(s) with you at any time when meeting with our staff.

- You have the right to expect a timely, competent, professional and safe service.

- You have a right to be given clear explanations about any decision to refuse you service or to terminate existing service

MASP staff have to make decisions about eligibility for service and distribution of our resources. They will always explain the basis of their decision to you.

- You have a right to appeal against our decisions and be given information about how to make complaints about MASP or against our staff

Sometimes you may not agree with our decisions. You can appeal or make an official complaint against the decision.

A separate brochure setting out how to appeal against our decisions or make complaints will be given to you when you have your first contact with MASP.

- You have a right to confidentiality and privacy

MASP staff will ask for information about you and record this information in our files. Information we obtain about you may be shared with a supervisor or co-workers at MASP but not with anyone outside of MASP without your permission in writing. You can withdraw permission at any time.

We will make sure that information about you is kept secured, by keeping any personal information about you in a locked filing cabinet.

There are a few occasions when we might be required by law to disclose information about you. For instance we may be subpoenaed to provide your information to a court, or we may be required by law to report on instances where we believe that you have been, or are in danger of seriously harming yourself or another person(s).

- You have the right to refuse to provide information to MASP or refuse to give us permission to transmit information to another party

You have the right to withhold information from us should you wish to do so. However, this may affect the service(s) that can be provided and in some cases could lead to inappropriate decisions or inappropriate action being proposed.

- You have the right to be involved in all decisions about any plans for your future

An action plan or case plan is an agreement between you and your MASP Case Manager for future service delivery. It is vitally important that you are involved in deciding what goes in this plan.

- You have the right to request a change of Case Manager

If you have significant difficulty in working with your Case Manager you may ask for a change. There are some limitations about this option however related to the availability

of staff. Case Managers will not be changed just because you do not like their decisions about service provision.

- You have the right to access and read your personal file

There are some restrictions to this right. Your MASP Case Manager can explain this to you.

- You have the right to complain about the service you are receiving or appeal against decisions made in your case

MASP welcomes feedback and suggestions for improving our services. There is a 'general feedback' procedure for comments and suggestions and (separately) a Complaints and Appeals Form available in all public areas at all MASP's locations (ask staff if you cannot readily access these forms).

Complaints will be dealt with quickly, fairly and politely, and you will not be penalised for expressing your views or making the complaint.

your responsibilities

- You have a responsibility to work towards achievement of objectives on your case plan

We expect that if you have a plan of action or a 'case plan' that you have agreed to, that you will work actively to achieve it. You should discuss changes you want to make with your Case Manager if your plan is no longer appropriate for your needs or you have other problems which affect your capacity to work towards the goals you have set. If you have appointments to attend it is your responsibility to do so or to make contact in a timely manner to cancel them.

- You have a responsibility to participate in activities in accordance with the rules and guidelines of the service

If you are participating in one of our day services or activities or are a tenant in one of our accommodation units we expect that you will comply with the guidelines or rules of participation or tenancy. These rules and guidelines will always be given to you when you commence with MASP.

- You have a responsibility not to attend MASP under the influence of alcohol and/or drugs

You cannot communicate effectively with your Case Manager about your action plan unless you are in a fit condition to do so.

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