

## what if I don't agree with MASP decisions?

At MASP we have a clearly established complaints and appeals system. Your worker will explain it to you and give you written information about it.

## how will you use my information?

At MASP we have a very strict Confidentiality and Privacy policy. Information about you will not be divulged to any one else without your express permission. There may be a few occasions, however, when we are required by law to disclose information about you. Again our staff can explain this further and give you written information about our policy. See also our brochure 'Confidentiality and Privacy'.

## what if I can't speak English very well?

MASP staff can organise interpreters to sit in on the interview or work over the phone. Information at MASP like this brochure is also available in a number of community languages.

# working together

you and mallee accommodation and support program (MASP)

## need more information?

If you need further information ask your allocated MASP Case Manager.

You can also get more information about us on the Internet. Go to [www.masp.org.au](http://www.masp.org.au) or to [connectingcare.com](http://connectingcare.com)

At [connectingcare.com](http://connectingcare.com) you can make an electronic referral to MASP if you wish.

[www.masp.org.au](http://www.masp.org.au)

## contact MASP

Mallee Accommodation and Support Program Inc.  
Telephone 03 5023 3744 or 03 5021 4006  
Email [info@masp.org.au](mailto:info@masp.org.au)  
140 Langtree Avenue Mildura Victoria 3500



## what is mallee accommodation and support program (MASP)?

MASP is a non-government, community service organisation which has been serving Mildura for over thirty years. MASP's focus has traditionally been on supporting young people in their search for accommodation, but, in recent years it has been involved in a wide variety of community services including service to families and services to people with disabilities.

The stated **vision** of MASP is 'for the alleviation of homelessness, abuse, suffering and disadvantage in our community.'

Its **mission** is 'to assist our community, through the provision of an integrated range of support services, which best deliver the timeliest and appropriate response.'

## how does MASP work?

MASP is governed by a Board of Management consisting of elected members of the community. The day to day activity of MASP is managed by the Executive Officer reporting to the Board. The Executive Officer is supported by senior Program Managers who in turn are supported by qualified and experienced staff.

## MASP's quality commitment to you

MASP is very much focussed on providing quality service to our customers. The major aspects of this quality service are;

### Our client focus

We work towards improving the health and wellbeing of our clients and community. Our work is tailored to meet individual client

needs and goals and to assist clients achieve positive outcomes valued by them.

### Respect for your confidentiality and privacy

We respect the rights of clients to privacy and confidentiality of your information.

### Respect for your rights

We treat all clients with dignity and respect. We share information and we involve clients in all decisions affecting their lives. This helps empower clients to make and take responsibility for their own decisions and avoids creating a continuing dependency on support.

### Continuous improvement

We have a commitment to provide a quality service and continually look for opportunities to improve our practice based on on-going evaluation and customer feedback. We constantly review our processes policies and procedures and adjust practice accordingly. We learn from our experiences.

### Collaborative relationships and partnerships

We work together with other agencies in the community in partnership with our clients to achieve optimum results for you.

### Responsibility

We take due care in our work with clients and recognise our responsibility to provide a high standard of practice consistent with Industry 'best practice'.

### Accountability

We hold staff accountable for working within our endorsed guidelines for best client practice.

### Feedback

We value the opinions of people using our service and actively seek their input. MASP has a number of ways to encourage this

feedback. The feedback from consumers can change the way we provide our service. Summaries of all feedback received, good and bad goes all the way to the top, to our Board of Management.

## what programs does MASP deliver

MASP currently delivers over 16 major programs funded by State and Federal Government in the areas of:

- Disability Services
- Child, Youth and Family Services
- Homelessness Services and Support

Within these main areas, MASP provides a large variety of types of assistance. These include assistance to find public and private accommodation, personal and family support, support to young parents, support to young people in placements away from their own homes, support to people with disabilities to help them live independently, crisis and shorter term accommodation, social group programs, day care programs, employment training programs, mentoring and emergency relief.

In addition to programs and services we deliver, MASP staff can advise you about a wide range of other services to assist and support you that are offered by other agencies

## where is MASP located?

The main office of MASP is situated at 140 Langtree Avenue Mildura.

MASP also has units and facilities in a number of other locations and we are continually working with government and other service agencies to expand the range of service we offer to the community.

Some of our other locations are:

- Emmaus House
- Vineleaf Rural Student Hostel
- SAAP Transitional Accommodation Unit/House
- Adolescent Placement Unit
- The 'Just Redgum' factory
- MASP HACC Day Centre
- The Davison Family/Kids Under Cover Units
- The Innovative Adolescent setting YHAP 2

## what happens when I make contact?

It depends on the program you wish to access. Usually you will be given an appointment for an initial interview with one of our staff. At this interview we work with you to determine your needs and your eligibility for our services. Our interviewing staff can also advise you of other services in the local area that might also be able to assist. If you are eligible for our services you will be advised and allocated a 'Case Manager' to work with you.

## what is a 'case manager'?

'Case Management' refers to a method of helping. It involves:

- Determining what your needs are
- Developing an action plan with you to meet these needs
- Helping to put your plan into action
- Reviewing the progress of your plan with you at regular intervals

The primary focus of MASP is to assist you in addressing your needs. Your Case Manager may also be able to support you with other issues that you may identify, or link you into other services that can help.

The most important thing is that as part of a working partnership with your Case Manager, that you will make choices that help determine the type and level of support that you receive. You will also be responsible for completing some tasks, working actively on the plan that you have agreed on and attending appointments.

## can I request a specific case manager, or a preference for a male or female case manager?

Where possible your preference will be considered when allocating a Manager to assist you. Although this can sometimes be difficult we will always try to meet your request.

## what does it cost?

MASP does not charge for its support and Case Management services. If you utilise one of MASP's residential options however you are charged a rental amount depending on a number of variables. Ask your Case Manager about costs if you are pursuing a Residential option.

## what rights and responsibilities do I have while I'm using MASP services?

At MASP we are very protective of your rights. In your first interview with us we give you information about working with MASP including a brochure entitled 'Your Rights and Responsibilities' and information about making complaints and appeals.