

FEEDBACK

At the end of your time with us, you will have the right to fill out a 'feedback sheet' so we can improve our services for others.



YOUR RESPONSIBILITIES

You have many rights as well as responsibilities. Showing commitment towards your goals that have been set out in the Action Plans. It is also your responsibility to attend all appointments made by MASP workers. Be others using the service kindly, and also the staff. Using appropriate language is very important.

CULTURE & ETHNICITY

If there are any issues with what is expected of you or the way we deliver our service which is disrespectful to your culture, please let your support worker know so we can better the service for you.

OTHER ACCESS ISSUES

If you have special needs to access our service (physical disability) please let us know.

NEED AN INTERPRETER

MASP staff will make an early decision about whether an interpreter is needed for you to understand your rights and responsibilities. An interpreter will help you communicate with us better.

MORE INFORMATION

This brochure attempts to give you brief information that focus of the important things you will need to know about the MASP services.

Advocacy Services Available to You:

Disability Services Commissioner 1800 677 342

Regional Information and Advocacy Council 148 Lime Ave Mildura 1800 221 994

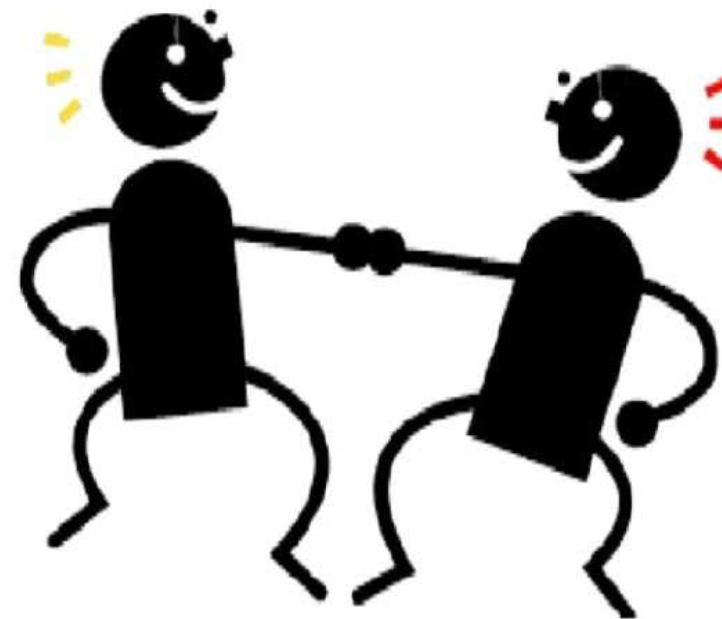
Homelessness Advocacy Service (HAS) 1800 066 257

Create Foundation (Vic) (Child Safety) 03 9918 0002
or 1800 655 105

Child Safety Commissioner 1300 78 29 78



Mallee Accommodation & Support Program
140 Langtree Avenue Mildura
Telephone 03 5021 6500
Email info@masp.org.au
www.masp.org.au



WELCOME TO MASP
Your rights and responsibilities
as a MASP Client

WELCOME

This brochure will help you understand your rights and responsibilities as a MASP client. This service will help you to meet your needs and achieve your goals. We have many programs and services to help you do this.



SUPPORT WORKER

Your Support Worker will talk to you about our services and programs and give you information and advice. You will be contacted when you have been assessed and we will tell you if MASP can help you.



FEES

There are no charges or fees for any MASP service.

PARTNERSHIP

We work with other agencies like the Christie Centre and SRS to make sure you get the best help. All staff will treat you equally to others, with respect, dignity and without discrimination and make sure that you get the proper care. We make sure that you can have your say before any decisions are made about you.



YOUR ACTION PLAN

You and your support worker will develop an action plan just for you. This will include what goals you would like to achieve and what your needs are. Your family or friends can help too if you want them to. Every year we will have another look at your plan to see whether that is still what you want.

ADVOCATE

A family member or friend may help you make decisions and support you along your journey with MASP.

REFERRAL TO OTHER SERVICES

When you deal with MASP you have the right to access all of our services in Sunraysia. If MASP cannot assist your needs they will refer you to a service that can.

CONFIDENTIALITY AND PRIVACY

Personal information will stay between you and your support worker. It is a privacy law. Anything you say to your worker is kept between you and them unless you agree for us to tell someone else.

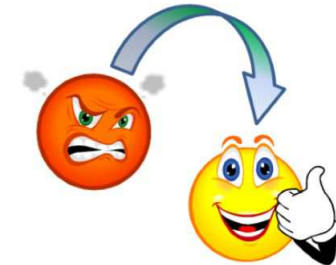
SEEING YOUR FILE

You have the right to see your personal profile, you must apply in writing to the MASP privacy officer.



COMPLAINTS & APPEALS

You have the right to complain if you are not happy with the service.



You can appeal to any MASP decision and try have it changed.

SUGGESTIONS & IDEAS

We encourage suggestions from you at any time to try and make our service better for your needs. Ask your support worker for a feedback sheet.

