

Do you know your Rights & Responsibilities?

Client Rights	Client Responsibilities
<p>ACCESS</p> <ul style="list-style-type: none"> <i>You have the right to expect a timely, competent, professional and safe service.</i> <i>You have a right to be given clear explanation about any decision to refuse you service or to terminate your services. 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.</i> <i>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 what goes in this plan.</i> <i>You have the right to request a change of Case Manager or Support Worker.</i> 	<p>PARTICIPATION</p> <ul style="list-style-type: none"> <i>As the 'action plan' or a 'case plan' has been mutually agreed - we ask that you actively work to achieve started objectives. Please discuss any need to make changes with your Case Manager should your plan no longer fits your current needs. We ask that you attend all booked appointments or alternatively, make contact with us in a timely manner to reschedule.</i> <i>You have a responsibility to participate in activities in accordance with the rules and guidelines of the MASP services. 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.</i>
<p>PRIVACY & CONFIDENTIALITY</p> <ul style="list-style-type: none"> <i>You have a right to confidentiality and privacy.</i> <i>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 to you</i> <i>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.</i> 	<p>RESPECT</p> <ul style="list-style-type: none"> <i>Consider the wellbeing and rights of others.</i> <i>You have a responsibility NOT to attend MASP under the influence of alcohol and/or drugs. If you do, you will be asked to leave the premises immediately - if deemed necessary we will contact Police. You can't communicate with us effectively if you are under the influence of alcohol or drugs.</i> <i>You have a responsibility to dress appropriately when you attend MASP facilities. When attending appointments or services at MASP we ask that footwear be worn at all times.</i>
<p>DIGNITY</p> <ul style="list-style-type: none"> <i>You have the right to be treated with respect and dignity free of discrimination.</i> <i>You have the right to a support person or advocate -this support person can be anyone you wish, e.g. a family member or friend. You may also want to have an interpreter. If you need an official Interpreter, ask us to organise one for you.</i> 	<p>SAFETY</p> <ul style="list-style-type: none"> <i>You have a responsibility to behave appropriately at all times. Every person working in or accessing MASP – staff and clients – have the right to personal safety.</i> <i>Threatening, abusive or physically violent behavior will not be tolerated from anyone under any circumstances. We will ask you to leave MASP premises immediately and the Police will be notified.</i>

How to make a compliment or complaint about the service received?

MASP welcomes feedback and suggestions for improving our services.

You have the right to complain about the service you are receiving or appeal against decisions made in your case. Sometimes you may not agree with our decisions.

It is your right to appeal or make an official complaint against the decision.

Our staff will provide you with all appropriate forms.