

### Need an Interpreter?

MASP staff will usually make an early decision about whether an interpreter is needed to properly inform you of your rights and responsibilities and services available from us. If so, we will organise one for your interviews with us. If you need an interpreter to help you communicate better with MASP workers, please advise our reception staff at your first visit. You can, of course, also ask for an interpreter service at any subsequent time.

### Suggestions for Improvement to our Services

We welcome suggestions from you at any time about how we might deliver better services both to you and to other people who might be using our services in the future. You can find feedback sheets in the reception area at MASP.

### Feedback

At the end of your time with us, you will be given a short 'feedback' questionnaire to complete. All feedback you give is regularly passed up to the Chief Executive Officer and Board of Management.

### Your Responsibilities

Although you have many rights as a client of MASP, you also have important responsibilities. The most important of these is your commitment to work towards the goals and objectives set out in your Action Plan, which you have been involved in developing and have subsequently agreed to. It is also your responsibility to attend appointments made with MASP workers or other services, to arrive for appointments on time, to dress appropriately and not to attend MASP under the influence of alcohol or illicit drugs.

We do ask that you treat other users of MASP services and MASP staff with respect and dignity. Use of threatening or abusive language or behaviour is not acceptable in any circumstances. If this occurs, the police may be notified and you may be refused further service at MASP.

### More Information

This one pamphlet attempts to keep information brief and focuses on the most important things you might want to know about using MASP services. If you are uncertain about anything contained here, or about ANY other aspect of your on-going relationship with MASP and its staff ask your worker to explain further.

There is more written information available on all the topics above. Such information is readily available on the MASP website or directly from your worker or any other MASP worker including our reception staff.

### Some Advocacy Services Available to You

Disability Services Commissioner: 1800 677 342  
 Regional Information and Advocacy Council:  
 148 Lime Ave Mildura: 1800 221 944  
 Advocacy and Rights Centre: 50184200  
 Homelessness Advocacy Service: 1800 066 257  
 Home at Last: 1300 765 178  
 Tenants Union Victoria: 9415 2577  
 Create Foundation: 9918 0002 or 1800 655 105  
 Commission for Children & Young People: 1300 782 978  
 Office of the Public Advocate: 1300 309 337  
 Seniors Rights Victoria: 1300 368 821

**Note** that there are many more services able to assist you in an advocacy capacity. Please talk to your case worker to get further information.



118-124 Pine Avenue Mildura  
 Telephone 03 5021 6500  
 Email [info@masp.org.au](mailto:info@masp.org.au)  
[www.masp.org.au](http://www.masp.org.au)



WORKING TOGETHER  
 YOU AND MASP

## **Welcome to MASP**

This brochure outlines some of your most important rights and responsibilities as a client at MASP. We are very keen to ensure you are aware of your rights, as this is your service, developed and funded to assist you in meeting your needs and achieving your goals and objectives. We look forward to working with you and assisting you to achieve them. MASP delivers many different programs and services and you can get information about the entry and eligibility criteria for each service from our staff.

## **Your Case Manager or Support Worker**

This is the person at MASP who will assist you with the provision of services, programs, information and advice. He or she will make contact with you after you have been assessed as eligible for the MASP service most relevant for you. This person will be your main day to day contact at MASP.

You can apply to your workers supervisor to change your worker if you do not feel that you can work together in a positive manner. However, there are limits imposed by our staffing availability.

## **Partnership**

We take a strong partnership approach to service delivery. You have the right to expect your worker and MASP staff generally, to treat you with respect and dignity and without discrimination in relation to factors such as your culture, ethnicity, gender, age, religion or sexual preferences. We always encourage you to participate in decision making and to make choices about actions which impact on your life.

## **Advocate**

You have a right to have a friend, relative or independent advocate to help you talk to us or help you dispute decisions we have made. If you want an advocate but do not know how to get one, please let us know so that we organise an advocate for you.

## **Your Action Plan**

Together, you and your worker will draw up an Action Plan which sets out in writing what you want to achieve and how this will happen. You can have family, friends or an advocate with you when you develop this plan.

This is your plan and reflects your needs. You may even sign it to show that you agree. This plan will be reviewed at least every three months and can be changed or updated to reflect your changing needs.

## **Fees**

There are no fees or charges for any MASP service.

## **Referral to other Services**

When you deal with MASP you also have access to service information about the main service providers in Sunraysia. If we cannot assist you at MASP, our staff will attempt to make sure you are referred to some other service that could assist.

If you are accepted for service by MASP, it is likely that as part of your action plan there may often be referral to other services for delivery of a specific aspect of service not provided by MASP.

## **Complaints and Appeals**

You have the right to complain if you are not happy with the professional behaviour of your worker, or if you believe you have been treated unfairly or badly.

There is a formal process for Complaints. Ask any MASP worker or the Receptionist for a Complaints and Appeals form and further information.

## **Appealing against a decision we make**

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

Ask any MASP worker or the Receptionist for a Complaints and Appeals form and further information.

## **Confidentiality and Privacy**

We only collect information about you that is relevant to the provision of services you are seeking. We are bound by privacy laws to protect the confidentiality of your personal information.

As a general rule, we do not disclose personal information or information about your contact with MASP to anyone else without your permission. This includes disclosure to other helping services, friends and family. We always ask for your consent if we propose to share your information with other services or if other people ask for access to your details.

You should be aware that there are some circumstances where we do have to disclose your information without seeking your consent, such as if you are likely to harm yourself and/or others, or when we have a subpoena from a court.

You have the right to withhold personal information from us. In addition, any previous consent that you have given to us can be withdrawn at any time. Please note, however, that in both cases, this could limit the type of service we can give to you.

## **Seeing your File**

You have the right to see your personal file. Some restrictions apply. Contact the MASP Privacy Officer on 5021 6500 to make an appointment.

## **Culture and Ethnicity**

If you have problems with, requirements for, or restrictions on, the way we deliver service which is related to your culture or your ethnic background, please ensure that you let us know so we can work better with you.

## **Other Access Issues**

If you have special needs in accessing our services (eg because of a physical disability) please let us know.