

## FEEDBACK

MASP are interested in what you think, your feedback is important. At any time that you would like to give feedback, staff can provide writing material and assist you to do this.



## YOUR RESPONSIBILITIES

You have many rights as well as responsibilities. Using appropriate language is very important.

Sharing a home with other young people can sometimes be very difficult, respect for other people and their property is most important. MASP Residential Care Units are a "Violence Free" environment.

## CULTURE & ETHNICITY

MASP Residential Care Program is committed to supporting your culture needs.

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 key worker know so we can change this.

## NEED AN INTERPRETER

MASP staff will decide if an interpreter is needed for you to understand your rights and responsibilities. An interpreter will help you communicate with us better if needed.

## MORE INFORMATION

This brochure attempts to give you brief information that focuses on 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

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

Child Safety Commissioner 1300 78 29 78

DHHS local Mildura Office 03 5022 3111

Victorian Ombudsman  
03 9616 6222 or 1800 806 134

MASP Placement & Family Services Manager  
03 5021 6500



Mallee Accommodation & Support Program Ltd.  
140 Langtree 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)



**RESIDENTIAL CARE**  
Your rights and responsibilities  
as a Young Person in Care with MASP

## WELCOME

This brochure will help you understand your rights and responsibilities as a young person in the MASP Residential Care Program. This service will help you to meet many of your needs and achieve your goals. MASP endeavours to provide a "home" for you which will meet your safety and security needs, while you are unable to live at home.



## KEY WORKER

Each young person will be allocated a Key Worker in the Unit. Your Key Worker will be your first point of contact in the Unit. They will work with you to identify your needs and goals.



## PARTNERSHIP

We work with other agencies like DHHS Child Protection, Disability services and Youth Justice to make sure you get the best help. All staff will treat you equally to others, with respect, dignity and without discrimination and ensure the placement meets your needs. The professionals you have contact with and your key worker will endeavour to ensure that, wherever possible, you are able to have a say in any decisions made about you.



## YOUR CARE TEAM

A CARE TEAM is defined as the group of people who meet to jointly care for you while you are in care. These meetings will happen either weekly, fortnightly or monthly. People who attend will include your key worker, DHHS child protection, any other services and family members. You will also be invited to attend the meeting.

The CARE TEAM will discuss your needs and goals, and how to achieve them.

## ADVOCATE

Another Service Professional, 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

Your personal information will stay between you and your support worker, this 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, or they are concerned about your wellbeing.



## 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. Please speak to the MASP Residential Care Team Leader or your DHHS child protection worker to make a complaint or appeal a decision.

## SUGGESTIONS & IDEAS

We encourage suggestions from you at any time to ensure our service meets your needs, as best we can. Ask your key Worker for a feedback sheet.

