

IDEAS & FEEDBACK

Your feedback is important. If you have any ideas to make sure that our services can meet your needs better, the best way to share these is to participate in the regular residents meetings. A residents meeting allows you to have your say about what you like and do not like, what you would like to do, what you would like to change, and put forward any complaints that you might have.

COMPLAINTS & APPEALS

You have the right to complain if you are not happy about the care you are receiving. You also have the right to appeal any MASP decision made. To appeal means that you are requesting for the decision to be changed.

ADVOCATE

Another service professional, family member or friend may help you make choices while you are on your journey with MASP, this person would be seen as your advocate. An advocate is someone who supports and guides you, and acts on your behalf when you are not quite sure what to do or when you are unable to make choices yourself.

CULTURE & ETHNICITY

MASP Residential Care Program will support your cultural needs. If there are any problems with what is expected of you or the way we work with you that is seen as disrespectful to your culture, please let residential care staff know so we can work to 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.

REFERRAL TO OTHER SERVICES

If MASP is unable to help with your needs they will refer you to a service that can and support you with this when needed.

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 782 978

DHHS Local Mildura Office 50223111



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

WELCOME

The aim of this brochure is to give you some information on the important things you will need to know about MASP services and help you understand your rights and responsibilities as a young person in the MASP Residential Care Program.

Rights are what every human being deserves, no matter who they are or where they live, so that we can live in a world that is fair and just.

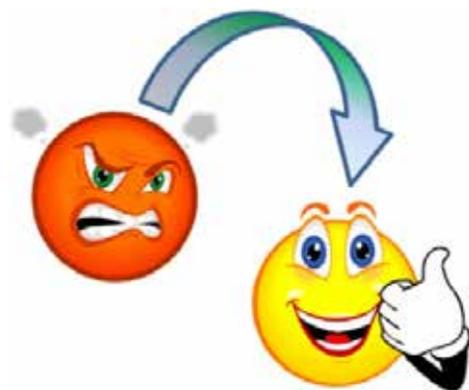
Since these rights are for everybody, that means we all have to take on responsibilities too.

A **Responsibility** is something that you are in charge of or trusted to do.

This service will help you to meet many of your needs and achieve your goals. MASP provides safety and security for you while you are unable to live at home.

YOUR RESPONSIBILITIES

Sharing a home with other young people can sometimes be hard. To make things easier for those sharing the home, respect for other people and their property is very important as well as using appropriate language and avoiding the use of physical violence.



PARTNERSHIP

We work with other agencies like DHHS Child Protection, Disability services and Youth Justice or any others that are needed to make sure you have the best support possible. All staff will treat you with the same respect as anyone else, fairly and without judgement.

Staff will also do their best to make sure that you have what you need while you are here. The people that work in these agencies, and your residential care workers will do what they can to make sure that, when possible, you are able to have a say in any decisions that are made about you.

YOUR CARE TEAM

A care team is the group of people who work together to look after you while you are in care. This group will have regular meetings to discuss your needs and goals and how we can help achieve them. People who may go to these meetings could be the senior residential care worker, DHHS child protection and any other services that might be working with you. You will also be invited to go to the meeting.

