

# Your Rights & Responsibilities

## Your Responsibilities

### As a consumer of this service you are expected:

- To respect the human worth and dignity of the service provider.
- To respect the human worth and dignity of other people accessing the service.
- To treat service providers and other people accessing the service with courtesy.
- To actively make decisions for yourself.
- To accept the outcome of any decisions you make.
- To provide feedback to Mallee Family Care assisting us to improving the service.
- To be responsible for informing workers of any issues which cause concern, so that referral to more appropriate service may be possible.

## Your Rights

- To have your privacy, confidentiality and dignity respected at all times.
- To be treated with courtesy.
- To make decisions for yourself and to be encouraged to do this.
- To be assisted by your worker but not pressured into a particular direction.
- To not be kept waiting for any longer than is necessary.
- To refuse a service.
- To be treated in surroundings that allow privacy as far as possible.

- To access services without discrimination.
- To be informed and consulted about available services and other relevant matters relating to your care.
- To be treated in a way that respects your culture and beliefs.

## **Our Responsibilities as a Service Provider**

**Mallee Family Care has a commitment to providing services within a framework which is focused on meeting your needs and driven by you.**

### **Our staff are expected :**

- To respect and treat all people with dignity.
- To provide people accessing the service with information about the various services available and to assist them to access those that will best meet their needs both within the organisation and in the broader community.
- To respond to the diverse social, cultural and physical needs of the community.
- To ensure that people receive the service which best meets their needs

## **Our Responsibilities as a Service Provider**

- To respect the privacy of people accessing the services.
- To deliver services in a safe manner and environment.
- To respond to complaints fairly and promptly.
- To accept and respect people's choice and involvement of an advocate to represent their interests.
- To consider the views of people accessing services when planning, managing and evaluating service provision.

