



MSCWA Consumer Rights & Responsibilities Charter

Rights

As a consumer of MSCWA you have the following rights:

1 GENERAL

- a. To be treated with dignity and have your individual preferences respected.
- b. To receive care that is respectful to you, your family and your home environment.
- c. To receive care without being obliged to feel grateful to those providing your support/care.
- d. To have full and effective use of all your human, legal and consumer rights, including the right to freedom of speech regarding your care.
- e. To be treated without exploitation, abuse, discrimination, harassment or neglect.

2 PARTICIPATION

- a. To be involved in identifying the community care most appropriate for your needs.
- b. To choose the care/support and services that best meet your assessed needs, and to be provided within the limits of the resources available.
- c. To participate in making decisions that affect your care.
- d. To have your representative participate in making decisions relating to your care if you are deemed unable to do so.

3 CARE AND SERVICES

- a. To receive reliable, coordinated, safe, quality care and services which are appropriate to your assessed needs.
- b. To be given before, or within 14 days after you commence receiving support/care, a written plan of the support/care and services that you are expected to receive.
- c. To receive care and services as described in the plan that take account of your lifestyle, other care arrangements including cultural, linguistic and religious preferences.
- d. To have ongoing review of the support/care and services you are receiving (both periodic and when there are changes in your personal circumstances), and modification of the care and services as required.

4 PERSONAL INFORMATION

- a) To maintain privacy and confidentiality of your personal information.
- b) To enable access to personal information upon your request.

5 COMMUNICATION

- a) To help you understand the information you are given.
- b) To be given a copy of MSCWA's Consumer Rights and Responsibilities Charter.
- c) To be offered a written agreement and service plan that includes all agreed matters
- d) To choose a person or advocate to speak on your behalf for any matters.

6 COMMENTS AND COMPLAINTS

- a. To be given information on how to make comments and complaints about the support/care and services you receive.

- b. To complain about the support/care and services you receive, without fear of losing the care or being disadvantaged in any other way.
- c. To have complaints investigated fairly and confidentially, and to have appropriate steps taken to resolve issues of concern.

7 FEES

- a. To have your fees determined in a way that is transparent, accessible and fair.
- b. To receive invoices that are clear and in a format that is understandable.
- c. To have your fees reviewed periodically and on request when there are changes to your financial circumstances
- d. Not to be denied care and services because of your inability to pay a fee for reasons beyond your control as long as MSCWA is able to secure relevant funds from alternative sources.

Responsibilities

As a service recipient you have the following responsibilities:

1 GENERAL

- a. To respect the rights of care/support workers in their human, legal and industrial rights including the right to work in a safe environment.
- b. To treat care/support workers without exploitation, abuse, discrimination or harassment.

2 CARE AND SERVICES

- a. To abide by the terms of the written agreement.
- b. To acknowledge that your needs may change and to negotiate modifications of care and service when your care needs do change.
- c. To accept responsibility for your own actions and choices even though some actions and choices may involve an element of risk.

3 COMMUNICATION

- a. To give enough information to assist the MSCWA/approved provider to develop, deliver and review an appropriate care/support plan.
- b. To tell the approved provider and their staff about any problems with the care and services.

4 ACCESS

- a. To allow safe and reasonable access for care/support workers at the times specified in your care plan or otherwise by agreement.
- b. To provide reasonable notice if you do not require a service.

5 FEES

- a. To pay any fee as specified in the agreement or negotiate an alternative arrangement with the provider if any changes occur in your financial circumstances.
- b. To provide enough information for MSCWA/the approved provider to determine an appropriate level of fee, where applicable.