

MASP NDIS Service Charter

MASP, a registered NDIS provider, is dedicated to upholding the rights of people with disabilities.

We utilise various practice approaches and frameworks in our NDIS service provision:

- **MASP CARES Therapeutic Model of Care:** Our unique therapeutic approach.
- **NDIS Practice Standards and Quality Indicators:** Ensuring high-quality services.
- **National Disability Services (NDS) Zero Tolerance Framework:** Promoting zero tolerance for abuse and neglect.
- **Person-Centred Practice Principles:** Focusing on the individual's needs and choices.
- **Strengths-Based Approaches to Practice:** Building on the strengths of our participants.

Our Responsibilities as an NDIS Provider

Signing a National Disability Insurance Scheme (NDIS) service agreement is a critical step that establishes the terms, expectations, and responsibilities between participants and their chosen service providers. This formal agreement outlines:

- Specific supports and services participants will receive.
- Conditions under which services will be delivered.
- Scope of support, frequency of services, and associated costs.

By signing this agreement, participants gain a comprehensive understanding of what to expect from their chosen provider, promoting transparency and reducing misunderstandings. This agreement also safeguards participants' rights by:

- Setting out the standards of care and conduct expected from the service provider.
- Outlining the participant's rights to make decisions, voice concerns, and request modifications to their plan as needed.

Service providers commit to:

- Delivering agreed-upon supports professionally.
- Respecting the participant's choices, privacy, and dignity.
- Adhering to relevant regulations and quality standards.

The NDIS service agreement fosters a respectful partnership, ensuring participants receive tailored, high-quality support and providers fulfil their responsibilities diligently.

Complaints

To make a complaint to the NDIS Commission, follow these steps:

1. **Gather Information:** Collect details about the issue, including dates, people involved, and relevant documents.
2. **Contact Provider:** If comfortable, discuss your concern with your service provider to address it directly.
3. **Visit NDIS Commission Website:** Go to [NDIS Commission's complaint submission page](#).
4. **Submit Complaint:** Fill out the complaint form with accurate details and describe the issue clearly.
5. **Contact Helpline:** If you need assistance, call the NDIS Commission's helpline for guidance through the complaint process at **1800 035 544**.

If you need further assistance or want to explore easy-read information about the NDIS, you can visit www.ndiscommission.gov.au

In case your concern persists and you wish to reach out to relevant authorities, you can contact:

- **Local Member(s) of Parliament**
- **Office of the Public Advocate**
- **Child Safety Commissioner**
- **Homelessness Advocacy Service**
- **The Disability Services Commissioner**

For all your NDIS-related inquiries, feel free to visit the NDIS Commission website.

MASP Contact Details

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