

The background of the entire page is a warm, orange-toned photograph of several hands reaching up and interlacing their fingers to form a heart shape. The focus is on the hands in the foreground, with others blurred in the background.

Client Service Charter

Our commitment to you



This service charter outlines MASP's service commitment to you, our clients. We are committed to providing high-quality services without discrimination. We seek to work together with you to achieve good outcomes. From you, we can learn what we do well and where to improve. We welcome suggestions and feedback and take any complaints seriously.

The Story of MASP

MASP was established in 1994, following the amalgamation of the Sunraysia Youth Accommodation Project and the Sunraysia Emergency Accommodation Centre (Emmaus House). A staffing group of eight people joined forces to support and advocate for homeless people and those at risk of homelessness in the Mallee. Our main aims were to improve access to the existing housing stock, increase appropriate housing options, and develop social support programs to end homelessness and disadvantage in our community.

In 1999, we introduced programs for children and young people entering the out-of-home care system, including youth residential care and foster care. Our youth work steadily grew to include leaving care, youth justice, and a range of innovative programs to keep families together and develop our young people.

In 2011 we extended our existing housing support program and became a registered housing provider. This opened the way for us to build quality social housing in the Mallee and remain committed to providing equitable and affordable housing for all community members.

Today, MASP is a diverse community service organisation employing more than 130 staff and delivering services from multiple sites across Northern Victoria and the border regions. Guided by our purpose and our vision of a thriving Mallee, we continue, as we have from the beginning, to empower our community to be free from homelessness, abuse, poverty and disadvantage.

Our Therapeutic Model of Care

In January 2023, we launched our "HOME GROWN" therapeutic model of care (MOC), a framework for trauma-informed, and recovery-based service provision at MASP. The model guides how our staff interact with each other, and the community, in their day-to-day work and it recognises that the most valuable asset we have is each other. A thriving community is at the heart of the model.

Our CARES Values

MASP's five CARES Values are Connected, Accountable, Responsive, Empowering and Safe. These Values guide everything we do and are at the centre of our own MASP Therapeutic Model of Care:

 Connected	Connected We nurture trusting, collaborative, and inclusive relationships.
 Accountable	Accountable We employ authentic, competent, evidence-based practice.
 Responsive	Responsive We demonstrate kind, flexible, timely, and personalised care.
 Empowering	Empowering We cultivate a strengths-based and enabling environment.
 Safe	Safe We embrace a culturally safe, Trauma-informed, and dependable ethos.

Child Safe Commitment

For us, being a Child Safe Organisation in both Victoria and NSW means that we meet the highest child safety standards set by these two states, ensuring that children in the Mallee region receive the best possible care and protection. MASP has a zero-tolerance policy regarding any form of child abuse or maltreatment within our organisation. We also maintain zero tolerance for not reporting any suspected abuse or maltreatment, both internally and externally, to authorities, including the Police, Child Protection, and the Commission for Children and Young People (CCYP).

Privacy

In most situations your participation in MASP programs is voluntary. The more relevant information we know about your circumstances, the better we can match our service and support to your needs. However, it is always your right to decide what you want to tell us.

The information you provide may also be used to assist with referring you to other services. Non-identifying information may also be used for reporting to funding bodies on the number of clients we are working with and for quality assurance, research and evaluation purposes.

Accessing Information

The Privacy and Data Protection Act 2014 enables you to see any information that MASP holds about you. You can request your MASP records by contacting the staff member you are working with. If you are no longer working with the service, you can contact the Senior Manager of the program that provided support to you. Alternatively, you can contact the MASP Privacy Officer by telephoning **03 5021 6500**.

Information Sharing Provisions

Under the Child Information Sharing Scheme (CISS) and the Family Violence Information Sharing Scheme (FVISS), approved organisations (such as MASP) are able to share information without consent with other approved organisations if the information promotes child wellbeing and safety or relates to the assessment and management of family violence risk for a child. Consent is required from adult victim survivors of family violence, unless the information relates to assessing or managing a risk to a child victim survivor.

We will seek your consent prior to sharing information whenever possible, however, in instances of urgency and high risk, this may not always be possible.

When can information be discussed with other people without my consent?

- **Where there are serious concerns about your safety, or the safety of your children;**
- **When we are mandated to provide information for court proceedings,**
- **If we believe there is a serious threat to public health and safety.**

We will do our best to keep you informed about what information we have shared and the organisation that we have shared information with.

Our commitment to you

- ✓ We are committed to providing our clients with the highest quality professional services.
- ✓ We seek to understand our client's needs and what is important to them.
- ✓ We will provide services that are responsive to client needs and build on their strengths.

What can I expect from MASP

My Rights		What this means
Safety	I have the right to be and feel safe in MASP Programs and Services.	You will receive services from us that are safe and do no harm.
Respect	I have the right to be shown and be treated with respect, dignity and consideration.	You will be treated fairly and with respect .
Communication	I have the right to be informed about services and options available to me.	You will be provided with information about the service you receive, and what choices you have will be explained to you in a way that you understand.
Participation	I have the right to be involved in decisions MASP makes to support me.	You will be included in discussions before decisions are made that will affect you.
Privacy	I have the right to privacy and confidentiality of my personal information.	Your information will only be used for things you have agreed to and will be kept confidential.
Be heard	I have the right to raise any concerns and to have them addressed. I have the right to an advocate and an interpreter present if I choose.	You will have your concerns responded to in a respectful and timely manner.



As a client of MASP, we ask that you:

- **Keep us informed and work with us to provide you with the best possible care, support and assistance.**
- **Respect other clients and MASP staff because we all have a right to be respected.**
- **Provide us with feedback so we know what we are doing well and what we can improve.**

Doing these things helps us to meet our commitment to you.

Feedback – Your thoughts about MASP

Your feedback will help us better understand how to work well with people in the future. You can fill the feedback form out online:

www.masp.org.au/contact-us/#feedback

Tell us what you think

You have the right to give feedback or complain regarding the service we provide. You can give feedback by letting us know what is going well, or what isn't, by giving us a complaint, compliment or suggestion.

Your feedback helps us to know where we are performing well. Feedback on issues and problems you may experience helps us improve the quality of our support and services.

It is safe to complain or provide negative feedback and it will not impact on your eligibility to access a service or negatively impact on the service we are currently providing.

You can provide us with a complaint, compliment or suggestion

- Speaking with your MASP worker.
- Calling and asking to speak with the Team Leader or Senior Manager of the program.
- Completing the feedback and enquiries form and leaving it at any MASP office.
- Completing the feedback form on our website **www.masp.org.au/contact-us/#feedback**
- E-mailing us at **info@masp.org.au**

Complaints

We will endeavour to resolve complaints as quickly as possible. We will contact you within two working days to provide an initial response and outline how we are dealing with the complaint. If you are unhappy with the way your complaint has been dealt with or the outcome, you have the right to appeal.

**Scan to provide
your feedback
and thoughts
about MASP**



Models appear in our photographs to protect the identity of our clients.

MASP is committed to the principles of social justice. We respectfully acknowledge the traditional owners of the lands and waters of Australia.

Contact Us

For more information on MASP, please visit our website:

www.masp.org.au

☎ (03) 5021 6500



We acknowledge the Traditional Owners of the lands on which we work and live right across the beautiful region we are privileged to call home. We pay our respects to Elders past, present and emerging, and the ancient connection they have with their country.

Location Information

Mildura

📍 118-124 Pine Avenue, Mildura VIC 3500

Dareton

📍 Shop 32-34 Tapio Street, Dareton NSW 2717

Swan Hill

📍 35 Beveridge Street, Swan Hill VIC 3585