

Rights and Responsibilities

MSWA adheres to and promotes the NDIS Code of Conduct and Participants Rights, The Charter of Aged Care Rights, the Australian Charter of Healthcare Rights and the West Australian Carers Charter.

This Charter applies to all MSWA Clients and describes what you can expect when receiving care and services from MSWA. It also outlines the responsibilities and behaviours that MSWA expect from our Clients, and their families, to ensure that the wellbeing of our staff, and other Clients, is maintained.

As a Client of MSWA, you have a right to

1. Receive safe and high quality supports services from MSWA in a way that promotes your right to be protected from the risk of harm, abuse and neglect.
2. Be treated with respect and dignity, in a way that acknowledges culture, identity, beliefs and choices.
3. Have your personal information kept confidential in accordance with privacy legislation and MSWA Policy.
4. Be provided with clear and accessible information, education and support about your condition, health care and relevant funding sources e.g. NDIS, Aged Care.
5. Subject to funding and eligibility, have access to and receive services that consider your needs and preferences. You also have the right to select services from providers other than MSWA.
6. Consent before taking part in health professional training and/or research.
7. Participate in decision making about your care.
8. Be given assistance, if needed, to understand all possible benefits and risks associated with your care or services and any decisions you make. This may include access to an interpreter, or provision of resources in an alternative format.
9. Be given information on how to make a complaint and provide feedback, and to have complaints investigated in a transparent and timely way. Any feedback provided will not affect the way you are treated.

As a Client of MSWA, you have a responsibility to

1. Tell the health team, and other staff supporting you about your medical history, and any treatment or medications you are receiving, and relevant changes.
2. Be courteous and respect the role of our staff and volunteers and their right to a safe and pleasant work environment. This may include respecting that staff will need to take comfort breaks, and in some instances, meal breaks.
3. Not subject our staff to any types of behaviours or conversations that could be interpreted as racist, abusive or threatening.
4. Allow staff appropriate time to understand the care you need, and respect that staff can only deliver the care and services outlined in your care or service plan.
5. Tell staff about any special needs you have including those of religious or cultural significance.
6. Be courteous and respectful to other Clients, considering both their needs and rights. This includes the rights to privacy and confidentiality.
7. Respect the health needs of your peers and MSWA employees and reconsider your attendance at MSWA sessions or events if you are unwell.

For more information - If you need more information on your rights and responsibilities, please discuss with a MSWA staff member. If MSWA has concerns that you, your family, or your representative are breaching your responsibilities, we will always discuss this with you and together determine whether services can continue to be delivered.