

Service User Rights and Responsibilities

1. You will be encouraged to make your own decisions about your life. The workers are here to assist you, but will not pressure you to go in a particular direction. You are responsible for your own decisions and choices.
2. You have the right to an advocate. This is a person to support you. They may also act on your behalf if this is what you require. The advocate may be your friend, a carer, or another person of your choice. The Homelessness Advocacy Service (HAS) is able to provide an advocate to act on your behalf. They can be contacted on 1800 066 256.
3. You have the right to be treated with respect and to be free from physical, sexual, emotional and verbal abuse. You have the same responsibility towards staff and other service users.
4. Merri Outreach Support Service will provide support to you in a way that respects your right to privacy and confidentiality and you will have access to all personal information about you kept at this service. You have the right to withdraw consent to release personal information at any time.
5. Merri Outreach Support Service workers will assist you in accessing any services or programs as you need them. You have the right to be assisted by staff with relevant skills, training and experience. Merri Outreach Support Service seeks to ensure that their staff have all the skills and qualifications needed to best help you.
6. You are encouraged to get involved in the running of Merri Outreach Support Service, and we are interested in your suggestions on how to achieve this.
7. You have the right to a good quality service. If you feel that you have been treated badly, or have any other complaint, you have the right to have your complaint heard and dealt with fairly, promptly and without retribution. There is a client grievance policy that outlines the Merri Outreach Support Service process around having complaints heard and resolved. Remember, you have the right to an advocate.
8. You have the right to be informed and consulted about available services and other relevant matters. You also have the right to negotiate any proposed changes. You have the right to be assessed for access to services without discrimination. If you are refused a service, you will be given a reason for the refusal.
9. If Merri Outreach Support Service cannot meet your needs we will seek to refer you to a service that can.
10. You have the right to refuse a service. If you refuse a service, this will not affect your future access to the service. Let Merri Outreach Support Service know if your circumstances change as we may be able to assist you at another time.

Ask the workers about the other rights you have – and your responsibilities – while using Merri Outreach Support Service. These, and other rights, are based on the SAAP/HACC/FACS Standards of service delivery and apply in all SAAP/HACC/FACS funded services.