



At MS Queensland your safety, wellbeing, human and legal rights are important to us.

MS Queensland upholds the objectives of the Queensland *Human Rights Act 2019* and the Commonwealth *NDIS Act 2013*, and works to four values:

RESPECT, COLLABORATION, COMMITMENT, HOPE

MS Queensland aims to provide high quality, respectful, and person-centred services and to be the first choice for MS information, education, treatment, care and support across Queensland. MS Queensland seeks to promote and protect the safety and well-being of all customers and staff. Understanding your rights and responsibilities as a customer of MS Queensland is central to our organisation.

As a customer you have the **right** to:

- Be treated in a respectful, professional, and courteous manner
- Be informed and be consulted about matters that relate to you and your support/ service
- Take a lead role in identifying your needs and planning your services
- Receive quality service & the choice of provider who performs this service.
- have your privacy and confidential information protected
- Have an advocate
- Provide feedback or make a complaint

Customers of MS Queensland also have the **responsibility** to:

- Treat others with courtesy and respect. You, your family members and visitors are expected to be respectful and considerate. You should make sure that your behaviour does not adversely affect others. Any kind of violence, harassment or abuse towards staff or others is not acceptable.
- respect the rights of staff and volunteers to work in a safe environment. You are expected to maintain a safe environment and inform staff members and others of any potential hazards. For example, if you are receiving services in your home, keep pets away from staff members and abide by manual handling practices designed for you
- Communicate to staff, volunteers, other residents and/ or other parties regarding any recording devices they are utilizing in their apartments, whilst they are present. Seek written permission by MS Queensland, customers and other parties if you choose to communicate or publish any recordings of staff or volunteers. MS Queensland is not responsible for data storage, data breaches or any inappropriate use of content as a result of security breaches. If at any time MS Queensland is made aware that the footage is being inappropriately used which exploits MS Queensland (staff & agency working for/ on behalf of MS Queensland), MS Queensland will request the recordings to cease and will commence proceedings with relevant authorities as appropriate.
- provide accurate, up-to-date information about health-related and medical services and treatments from other providers where it may impact the services being delivered by MS Queensland, the safety responsibilities of all parties as well as customer outcomes



- Be respectful of MS Queensland property
- To assist MSQ by providing accurate and relevant information. It is important that you share information about yourself that will help us deliver you safe and quality care. This may include up to date information and any problems you have with your care or services
- Actively collaborate with all relevant parties in decisions that you make regarding your support needs
- Collaborate in your decision-making regarding care and supports and take responsibility for these decisions in consultation with staff with regard to your support needs
- not directly or indirectly engage or employ any current employee of MS Queensland

For customers who receive in home services, your private home is considered a workplace whilst our staff are undertaking work with you. As person in control of a workplace you have a duty under *Work Health and Safety Act 2011* to ensure, so far as is reasonably practicable, that the workplace, and the means of entering and leaving it, are safe and without risks to the health of our staff. Accordingly, you must notify MS Queensland of any hazards associated with your premises as soon as you become aware of them.

There may be times where there is an apparent conflict between the 'right' of the customer in their home, and the 'rights' of a staff member to enjoy a safe working environment. When this occurs MS Queensland supports staff to report a hazard or risk and remove themselves from any danger. At this time the matter will be immediately escalated to a supervisor, to commence a discussion with the customer.

Where a customer refuses a service, or MSQ cannot provide a service safely and there is a breakdown in the relationship there will be an urgent discussion about the way forward and an alternative provider may be required, short- or long-term.

Tenancy incidents may involve serious consequences under your residential tenancy obligations, including a breach, and will be dealt with under the relevant legislation by the SDA provider.

MS Queensland is committed to delivering safe and quality care, with an emphasis on continuous improvement. All policies and procedures are in compliance with legislation and the NDIS Practice Standards. Customers' rights and responsibilities are underpinned by the operational procedures in place in MSQ and in the various teams within the Service Delivery Department. Information on these procedures can be found by contacting your service provider or the EGM, Service Delivery.

If you wish to make a complaint to MS Queensland you may do so:

- direct (in person) to your MSQ service provider/contact at the time of service delivery,
- by phoning MSQ on 3840 0888 or NeuroAssist on 1800 177 591,
- by email to complaints@msqld.org.au,
- in writing to "Complaints" Locked Bag 7, Milton QLD 4064, or

MS Queensland also offers an independent and external '**Whistleblower**' hotline service from Stopleveline. You can make an anonymous complaint/disclosure or offer feedback on any matter by using the Stopleveline.



Make a report at <https://msqld.stoplinereport.com> or call 1300 30 45 50