

Accommodation Customer Rights & Responsibilities

Brochure

At MS Queensland (MSQ) 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, COMMUNITY

MSQ aims to provide high quality, respectful, and person-centred services and to be the first choice for MS information, education and support across Queensland. We seek to promote and protect the safety and well-being of all customers and staff.

Understanding your rights and responsibilities as a customer of the Accommodation Services team at MS Queensland is central to how we work and live together.

Customers have the **right** to:

- ✓ Be treated in a respectful, professional, and courteous manner;
- ✓ Be informed and be consulted about matters that relate to the property;
- ✓ Be informed and consulted about matters that relate to you and the services that we provide to you;
- ✓ Receive quality service and choose the providers who perform services for you;
- ✓ Have your privacy and sensitive information protected;
- ✓ Have an advocate;
- ✓ Provide feedback or make a complaint.

Customers have the **responsibility** to:

1. Take a lead role in identifying your needs and planning your services;
2. Behave in accordance with the Residential Tenancy Agreement and the law;
3. Treat other people and property with courtesy and respect;
4. Set an expectation that your family members and visitors will treat others with courtesy and respect;
5. Ensure that your lifestyle choices and behaviours do not adversely affect others working and living in the accommodation and using the common areas;
6. Respect the rights of staff and volunteers to work in a safe environment including in relation to the types of supports you need including manual handling, PPE and the identification of potential hazards to maintain a safe environment;

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7. If you are receiving services in your home, ensure that it is clean, that maintenance needs are reported and completed and you abide by manual handling practices designed for you;
8. Not engage or tolerate any kind of violence, harassment or abuse towards staff or others, and report actual or potential violent harassment or abuse to staff or the NDIS;
9. Share information about yourself that will help us deliver you safe and quality care including accurate, up-to-date and relevant information about health-related and medical services and treatments from other providers where it may impact the care, support and services being delivered by MS Queensland;
10. Actively collaborate in your decision-making regarding care and supports and take responsibility for these decisions in consultation with staff and other carers;
11. Manage the behaviour and control of approved pets to ensure that they do not interfere with staff and customers or visitors unless encouraged by them and it is safe to do so;
12. Advise staff, volunteers and visitors if you are or intend to use a recording device and provide them with the opportunity to leave the interaction;
13. Seek written consent of MSQ if you wish to publish any recordings of staff or volunteers;
14. Not directly or indirectly engage or employ any current employee of MS Queensland.

There may be times where there is an apparent conflict between the rights of customers in their home, and the rights of staff members to enjoy a safe working environment. When this occurs MS Queensland supports customers and staff to report concerns. This may include unacceptable behaviour, secret recording devices, hazards and risks. Staff and customers are supported to remove themselves from any danger or situation that they do not feel safe and advise a supervisor to review and resolve the situation.

MS Queensland has the right to advise a customer that it is not going to continue to provide services from a nominated date. This may occur when MS Queensland can no longer provide a service safely or there is a breakdown in the relationship. If this occurs, MS Queensland will comply with the requirements of the NDIS Practice Standards until an alternative provider is sourced.

Customers’ rights and responsibilities are supported by MS Queensland policies, procedures and operational systems in compliance with legislation and the NDIS Commission Practice Standards. Information on these procedures can be found by contacting your service provider or the EGM, Services & Operations.

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,
- by email to msqldfeedback@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 Stopline. You can make an anonymous complaint/disclosure or offer feedback on any matter: **Make a report at** <https://msqld.stoplinereport.com> or **call 1300 30 45 50.**

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