

As a client of Manning Valley Neighbourhood Services Inc you have the following responsibilities:

- ✦ To abide by the rules of Manning Valley Neighbourhood Services Inc. when on the premises.
- ✦ To not be affected by illegal drugs or alcohol when on the premises.
- ✦ To treat staff with respect and courtesy.

Information about you will not be given to anyone outside Manning Valley Neighbourhood Services Inc unless:

- ✦ You have given written consent for that information to be released.
- ✦ The worker's involved are concerned for your safety or the safety of others.
- ✦ Manning Valley Neighbourhood Services Inc. is compelled by law to notify the appropriate authorities regarding relevant issues such as criminal behaviour child abuse or neglect etc.

If you want to make a comment or complaint about the service you received at Manning Valley Neighbourhood Services Inc. you are encouraged to follow the procedure listed below. Your complaint will not affect your access to this or other community services and your identity and comments will be kept confidential if you wish.

Step 1. You are encouraged to discuss the issue directly with the person or staff member with whom you have a difficulty. This can be in person, by telephone or in writing.

Step 2. Any complaint will be responded to with minimal delay. The Manager will advise the Management Committee of the nature and progress of any complaints.

Step 3. If discussing the issue directly does not resolve it, then you may contact a member of the MVNS Management Committee. Details of how to contact the committee will be provided by the Manager.

Step 4. If the complaint is not resolved satisfactorily at the Management Committee level, members of the Management Committee will provide you with details about making a complaint to the NSW Ombudsman.



Manning Valley Neighbourhood
Services Inc
ABN: 79 194 271 854

CONSUMER

RIGHTS

AND

RESPONSIBILITIES

Old Courthouse Building
4 Farquhar St Wingham 2429
Ph/fax: 6553-5121
www.mvns.org.au
Email: mvns@mvns.org.au

Manning Valley Neighbourhood
Services Inc. is funded by the
Department of Community Services

Everyone who uses Manning Valley Neighbourhood Services Inc. has the following rights:

- ✦ To have access to a polite, respectful community service, without any discrimination.
- ✦ To negotiate access to services should barriers to access exist.
- ✦ To know the name and profession of the staff member you see.
- ✦ To get clear information about your issue or problem in words you understand.
- ✦ To ask for the use of an interpreter service.
- ✦ To take responsibility for issues that affect you.
- ✦ To accept or reject advice, information or referrals.
- ✦ To have an advocate present to assist you in expressing your needs and wants regarding issues that affect you.
- ✦ To request a transfer to see another staff member.
- ✦ To give or withhold any information, including your name.

The following principles will be observed by workers at Manning Valley Neighbourhood Services Inc when exercising the functions of the *Community Services (Complaints, Reviews and Monitoring) Act 1993*:

- ✦ The paramount consideration in providing a service for a person must be in the best interests of the person
- ✦ A person who is eligible to receive, or receives, a community service is also to receive an adequate explanation of the service, is to be heard in relation to the service and may question decisions or actions that affect the person in relation to the service
- ✦ A service provider is to promote and respect the legal and human rights of a person who receives a community service and must respect any need for privacy and confidentiality

(continued over)

- ✦ A service provider is, to the best of his or her ability, to provide such information about the service as may enable an appropriate decision to be made by the person for whom the service is, or is to be, provided
- ✦ A service provider is to enable a complaint about the service to be dealt with fairly, informally and quickly and at a place convenient to the complainant
- ✦ A complaint about the provision of a service is to be dealt with even if it is made by another person on behalf of the person eligible to receive, or receiving, the service



Manning Valley Neighbourhood Services Inc

has the right to limit your access to the service on the grounds of service availability, client safety and/or misuse of the equipment or services.