



Rights and responsibilities

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Rights and responsibilities

We think it is important that you fully understand what your rights and responsibilities are as an MST service user. We also think it is important that you know what our duties are to you as your service provider.



Your rights:

You have the right to:

- receive the service we have offered you
- be treated as an individual
- be treated with respect and dignity
- be fully involved in developing and reviewing your support plan
- have the help of your support worker in achieving your goals
- have information about the services that are available to you, including services in your local community
- receive support in using those services
- complain if you are not receiving the service we agreed or if we are not dealing with the concerns that you have raised
- be consulted with on any changes we are planning to our service
- feel safe, not be abused, bullied, harassed or suffer discrimination; and have action taken quickly if this is not the case
- know what information we keep on record about you
- know if we need to share any of your confidential information with others and why.

Our staff will:

- treat you politely and with respect and dignity
- be flexible and supportive
- be clear and honest about what they can and cannot do
- keep their appointments with you, or let you know about any changes that have to happen
- listen to and respect your opinions and choices
- deal quickly with your concerns and complaints
- respect your right to confidentiality and privacy.

Your responsibilities

We expect you to:

- be honest about the issues affecting you so that we can give you the right support to meet your needs
- be fully involved in developing and agreeing your support plan and work towards the same goals that you and your support worker have agreed
- keep appointments you have made with your support worker, or let them have reasonable notice if you cannot make it

- treat staff and other people who use our services with the same respect that you expect of them
- not take part in any abuse, bullying, harassment or any other discrimination towards our staff or other people who use our services
- let us know if you are not feeling safe or are being harassed and allow us to take action to support you if this is happening
- let us know if you have any concerns about the service, either by talking to your support worker or team manager. You can also follow the 'Complaints, Comments and Compliments' procedure which is included in this guide.

