

YOUR RESPONSIBILITIES ARE:

- Advise the office staff where possible 24 hours in advance if you wish to cancel or make alternative arrangements for the service required.
- Treat our staff/volunteers with respect and courtesy.
- Provide a safe work environment for our staff/volunteers.
- Pay for the service as arranged.
- Advise the Services Manager of any medical dietary changes.

IR RESPONSABILTAJIET TIEGHEK HUMA:

- Avza il-office staff fejn tista erba u għoxrin siegħa qabel jekk trid tbiddel s-servizz.
- Itratta l-voluntieri bir rispett.
- Ipprovdi ambjent li jkun mingħajr periklu.
- Hallas skond kif il-ftehim li għamilt.
- Avza il-Services Manager fejn tista meta ikollok bidliet fid-deta.

VISION STATEMENT

To ensure the SA Maltese and wider community have access to culturally appropriate support and services.

MACASA is:

“Funded by the Australian Government Department of Health. Visit the Department’s website (www.health.gov.au) for more information”

“Although funding for this service has been provided by the Australian Government, the material contained herein does not necessarily represent the views or policies of the Australian Government.”



**Government of
South Australia**

For more information or to register for our services contact:

MACASA

Phone: (08) 8241 0266

Mobile: 0412 014 313

Email: manager@malteseagedcare.org.au

PO Box 6004, Alberton SA 5014
62 Stroud Street North, Cheltenham.
South Australia



MACASA

Your Rights & Responsibilities

Home Care Services
for the Maltese
& the wider Community

Inti għandek id-dritt li:

- privatezza personali
- ikunu involuti f'deċiżjonijiet li jaffettwaw lilek
- jiġu ttrattati b'dinjità u rispett
- tajba kura ta 'kwalità li tissodisfa l-bżonnijiet tiegħek
- użu sħiħ u effettiv tad tiegħek drittijiet personali , ċivili , legali u tal-konsumaturi
- jilmentaw u jieħdu passi biex issolvi kwalunkwe problema
- appoġġ avukatúra

If you have a concern or wish to make a comment on any aspect of the service please contact:

Jekk ikollok xi problema jew trid titkellem magħna fuq dans is-servizz cempel lil:

Services Manager
on 8241 0266
or you can write to the
Chairperson of MACASA.

If you are not satisfied
with our response,
you have a right to contact the
Aged Care Complaints Commission
on 1800 550 552



Australian Government
Aged Care Complaints Commissioner

For more information on all
MACASA's services,
visit our website:
www.malteseagedcare.org.au

You have the right to:

- personal privacy
- be involved in decisions that affect you
- be treated with dignity and respect
- good quality care that meets your needs
- full and effective use of your personal, civil, legal and consumers rights
- complain and take steps to sort out any problems
- advocacy support.



Ph: 8241 0266