



meditech 

STAFFING, NURSING, HOME CARE & SUPPORT

**CLIENT
HANDBOOK**

CONTENTS

INTRODUCTION.....	3
ABOUT US.....	3
OUR VISION.....	4
OUR MISSION.....	4
OUR VALUES.....	4
YOUR RIGHTS.....	5
YOUR RESPONSIBILITIES.....	6
WORKPLACE HEALTH AND SAFETY.....	7
HOW WE CAN SUPPORT YOU.....	8
PRIVACY, DIGNITY AND CONFIDENTIALITY.....	10
FAMILY ASSISTANCE.....	12
ADVOCACY.....	13
CONSENT.....	15
PLANNING YOUR PERSON-CENTRED SERVICE.....	17
COMMUNICATION.....	20
FEEDBACK AND COMPLAINTS.....	22
STOPPING OR REFUSING SERVICES FROM MEDITECH.....	24
LEAVING (EXITING) THE SERVICE.....	25
CONTACT US.....	26

INTRODUCTION

Welcome to Meditech. This booklet will help you to understand how we provide our services. It contains answers to some common questions and outlines your rights and responsibilities as a client of Meditech.

ABOUT US

At Meditech, we believe your support needs should be underlined by understanding, commitment and most importantly, empowerment. These are values that can be seen through the exceptional quality and uncompromised standards of our support workers.

By placing relationships at the centre of our offering, we are able to understand your specific needs and can provide a uniquely tailored level of support that can be directed by you, for you.

Together, we can ensure your planned support enhances your independence, offers you broader choices and complements your lifestyle.

OUR VISION

Empowering your choice of support and lifestyle

OUR MISSION

That we continually raise the standard in the way we support people in the community

OUR VALUES

COLLABORATION

- To initiate and take time to communicate with our clients and aged care and disability networks to understand the challenges they face.
- To partner with our clients and aged care and disability networks in developing solutions to our shared challenges.

PROFESSIONALISM

- To always seek continuous improvement and develop a culture of open, straight and authentic communication.
- To achieve consistency across all aspects of our service delivery and presentation.

COMMITMENT

- To develop quality management systems and professional development programs to preserve the integrity of support services
- To understand and be responsive to the current issues and agendas affecting the aged care and disability industry
- To have a positive impact and influence on the aged care and disability industry through the right relationships.

RELIABILITY

- To go the extra mile behind the scenes
- To think outside the square when delivering our services
- To maintain a personal and agile response to our client's needs

YOUR RIGHTS

As an individual using our support services you have many rights that you should be aware of.

This information sheet explains the rights you have and the people you should speak to if you feel that someone has treated you unfairly or in a way that does not respect your rights.

We recognise your rights and are here to support and assist you to exercise these rights and to achieve your goals.

Meditech adopts a policy of non-discrimination regarding eligibility and entry to services, and in the provision of our support services to individuals.

YOU HAVE A RIGHT TO:

- Participate in decisions about your life.
- Receive sufficient information about the service and its terms of use.
- Privacy and confidentiality.
- Access information that the service has about you.
- Be treated with dignity and respect.
- Be free from physical, sexual, emotional and all other forms of abuse, neglect, violence, exploitation and discrimination.
- Information on how to lodge a complaint if you are unhappy with any aspect of the service.
- Have complaints dealt with fairly and promptly.
- Be free from discrimination.
- Appeal decisions made about you and to have your appeal dealt with fairly.
- A safe and healthy environment within the service and your facilities.
- Understand the information provided to you so that you can make informed life choices.

YOUR RESPONSIBILITIES

As an individual using our support services there are a few things that we ask of you.

This information sheet explains the responsibilities you have when using our support services. When we have a clear understanding of who you are, and who we are in your life, a positive and successful relationship is achieved.

YOUR RESPONSIBILITIES

- To respect the rights of Meditech staff, ensuring their workplace is safe and healthy and free from harassment.
- To care for your own health and wellbeing as much as you are able.
- To provide Meditech with information that will help them better meet your needs.
- To provide Meditech with a minimum 24 hours' notice when you will not be home for your service.
- Inform Meditech of any changes they need to make to your care plan, service plan or service agreement and provide appropriate information as required.
- Be aware that Meditech staff are only authorised to perform the agreed number of hours and tasks outlined in your service agreement.
- Provide the equipment and any supplies needed for Meditech to deliver the tasks outlined in your service agreement.
- Pay any agreed amount for services provided by Meditech staff.
- Provide Meditech with feedback about the service you are receiving.

WORKPLACE HEALTH AND SAFETY

Under the Work Health and Safety Act 2011 your home is considered a workplace for our staff. You have a duty under the law to make sure that our staff can work in a healthy and safe environment when they are in your home. Some things you can do include:

- Notifying our staff of any unsafe conditions in your home.
- Participating in safety assessments of your home.
- Helping with fixing any hazards found in your home through our safety assessment.
- Ensuring your pets are controlled during service provision.
- Providing a smoke-free working environment.
- Providing a workplace for staff that is free of racial, sexual, physical or emotional abuse.
- Treating our staff with dignity and respect.
- Telling our staff if you are unwell or cannot do things the way you usually do them.
- Telling our staff if your doctor has diagnosed you with a short-term infectious illness.
- Providing cleaning equipment that is suitable and well maintained.
- Providing safe cleaning products.
- Ensuring your personal mobility equipment and the other items you need to live independently in your home are available, well maintained to enable us to provide care safely.
- We will conduct a safety check during our first service and discuss any risk we identify with you.
- The safety of the service will be reviewed with you on an ongoing basis in accordance with workplace health and safety legislation.

HOW WE CAN SUPPORT YOU

WHAT CAN MEDITECH DO FOR ME?

By planning and empowering the support you need in your choice of lifestyle, Meditech could:

- Help you to develop your independent living skills, do your shopping, pay your bills, clean your house, go to your doctor, catch public transport or cook your meals.
- Help you with buying and eating food that is good for you and help you with personal care.
- Help you to save money and to manage your money so that you have enough to buy the things you need.
- Help you to join groups or clubs, meet other people and find interesting things to do.
- Help you to make your doctor's appointment and if you need assistance could organise for you to get there and also to the chemist if needed.
- Help you speak up about issues that matter to you and have people listen to what you have to say.

WHO DOES MEDITECH HELP?

- Any person with a disability or requiring aged care can request help from Meditech and we will provide help to male and female regardless of their age, nationality, background or spiritual beliefs.
- Meditech will assess each person who asks for help and will either offer or decline a support service based on the outcome of the assessment.
- Most people assisted by Meditech have received funding from the Government so that Meditech can employ people to help them.
- Where possible, Meditech will also help people who do not receive funding from the Government and who may not have an intellectual disability.

WILL I GET HELP IMMEDIATELY?

Meditech always tries to help people as quickly as it can. This depends on how busy we are and how many people we are already helping. Help may not start as soon as you ask about it.

WILL I HAVE TO PAY FOR HELP FROM MEDITECH?

Any service users who are receiving support services from Meditech will usually need to pay some money for the support they receive. These arrangements will be discussed with you by Meditech prior to receiving support services.

HOW DO I LET MEDITECH KNOW THAT I NEED HELP?

You or with your permission, your family or any other person can phone or call at the office of Meditech and ask about receiving help.

WHAT WILL HAPPEN WHEN I FIRST ASK MEDITECH FOR HELP?

1. You will need to give Meditech some information. Meditech will need to know about the disability you have and the type of help that you think you may need. Meditech will also need to know if you are able to receive any government funding and also the service expected from that funding.

If Meditech has the resources to help you, you will be asked to sign a consent form so that Meditech can transfer your information from the organisation that is currently assisting you. This is so that Meditech can receive all the information it needs to help you.

2. To help Meditech know what you want from it there will be a meeting with you, your family, advocate, and your current service provider to work out what assistance Meditech will be required to provide for you.
3. When Meditech is sure it has the best plan for you it will advise you and/or your family what services it will be able to provide for you, which worker will be assisting you and when that assistance will begin.

WHAT IF MEDITECH IS NOT ABLE TO HELP ME?

If Meditech is not able to help you, it will tell you why it cannot help you at this time. It may also offer some information about other organisations that can help you.

PRIVACY, DIGNITY AND CONFIDENTIALITY

HOW DOES MEDITECH DEAL WITH MY PRIVACY?

Meditech believes that you have the same rights to privacy, and confidentiality as all other people in society and to be treated with the same dignity and respect.

WILL MEDITECH KEEP A RECORD OR FILE ABOUT ME?

Yes, there will be a file and records that will contain information about you. This file will only contain the information that Meditech needs to assist you to live your life. The type of information could include things like:

- Your name, address and contact telephone number.
- Some basic medical information that will help Meditech to better meet your needs.
- Information about your culture, beliefs and values so that we can best meet these particular needs.
- Contact name and number of a close friend or family member that can be called in case of an emergency.
- Names and contact numbers of people you think are important in your life.
- Information from your person-centred plan and any training programs so that Meditech can help you in the way you want.
- Notes from your Meditech support workers so that they can remember the sort of things that they have done with you and how well your person-centred plan is working.

Nobody, except Meditech support workers and you, can see your file without your permission. Only Meditech support workers that are assisting you are able to read your file or records.

CAN I SEE MY FILE?

You can read your file whenever you want to. All you have to do is tell your worker from Meditech that you want to read your file and they will make arrangements for you to do so.

HOW WILL MEDITECH USE INFORMATION THEY HAVE ABOUT ME?

1. Meditech will only use your information to help you. The information about you is only used to plan such things as support for you.
2. General information that will come from your file, but that is not directly linked to your name, will be used to plan better services for all people who use Meditech.

HOW WILL MEDITECH STAFF TREAT ME?

1. Meditech staff will never talk about you or your problems with anyone that is not part of your person-centred planning process unless you give Meditech permission to do so.
2. Meditech staff will never talk about your needs in front of you unless you are included in the conversation.
3. Meditech will never discuss issues about you in public.
4. You will always be included in any person-centred planning meetings or other meetings that involve delivering services to you.
5. Meditech staff members will always treat you with dignity and respect. That means that Meditech will treat you as you would like to be treated by your friends and family.

HOW WILL MEDITECH HELP ME WITH MY PARTNER AND FRIENDS?

1. Meditech knows that you have the right to choose your own friends and partners.
2. Meditech can help you to learn how to know if a person is likely to treat you well or not.
3. Meditech can help you learn the skills that will help you make and keep good friends.
4. Meditech will help and support you to live the lifestyle of your choice. This means that Meditech will help you live your life the way you want.

HOW WILL MEDITECH HELP ME WITH MY PERSONAL PROPERTY?

Meditech will help you look after your personal property by showing you how to use it properly, how to care for it and what to do if something goes wrong.

FAMILY ASSISTANCE

WILL MY FAMILY BE ABLE TO HELP ME WHEN I AM RECEIVING HELP FROM MEDITECH?

Yes. Meditech encourages and will support families to maintain contact with you. With your permission, your family is very welcome to contact Meditech for information and support. Your family or advocate can be involved in planning the services that you will receive through your person-centred planning meeting.

HOW CAN MEDITECH HELP MY FAMILY?

Meditech can help your family by:

- Communicating in a way they can understand.
- Providing information about available services including those provided by Meditech and by other agencies.
- Helping to build trust and respect between staff members, families and you.
- Providing them with the opportunity to take part in the planning of service delivery.
- Creating opportunities to develop links with families.
- Providing assistance for them to access counselling and support services.
- Providing them with access to effective complaint procedures.
- Assisting them to access advocacy services where available.

ADVOCACY

WHAT IS AN ADVOCATE?

An advocate is a person who will listen to you, help you to make decisions about what should happen in your life and help you to make those decisions work by speaking on your behalf.

An advocate makes sure that people that provide services to you, respect your rights and will speak out for you if your needs are not being met as has been agreed. This also includes when you have a concern or complaint about your service or about anyone providing your services. It may also include situations where you may need to report an instance of violence, abuse, neglect, exploitation or discrimination.

An advocate will make sure that services like Meditech give you the best possible service.

WHO CAN BE AN ADVOCATE?

You can ask anyone you know well and trust to be your advocate. Normally an advocate is:

- a friend you trust;
- a member of your family; and /or
- a person from a formal advocacy service or government funded organisation such as the Office of the Public Guardian.

HOW CAN MEDITECH HELP ME WITH ADVOCACY?

If you want someone to act on or speak on your behalf, Meditech will help you find an advocate by providing in your Information Kit a directory of Advocacy Services.

Once you have decided on your advocate, there is a form you can fill out that will be given to you at the start of your service.

WILL MY ADVOCATE BE A WORKER FROM MEDITECH?

The advocate would not normally work for Meditech. There may be times when Meditech will act as an advocate for you with other services. It is usually best however if the person you choose as an advocate does not work for Meditech. This is to ensure that the advocate is independent and works in your best interests at all times.

HOW CAN MEDITECH HELP MY ADVOCATE?

1. Meditech will with your permission provide your advocate with all the information they need to ensure that Meditech and any other service providers are acting in your best interest.
2. Meditech will work closely with your advocate and involve that person in the planning of services that will be provided for you.

3. Meditech will ensure that its staff members understand the role of an advocate and will also promote the use of advocates as a support person for people who receive services from our organisation.
4. Meditech will ensure that your advocate is invited to:
 - consultation meetings;
 - person centred planning meetings and reviews; and /or
 - any other relevant meetings or conferences.

WHAT WOULD HAPPEN IF MY ADVOCATE AND MEDITECH DISAGREE ABOUT SOMETHING?

Meditech will always give the advocate the opportunity to discuss problems or concerns they may have. If your advocate still has concerns that cannot be resolved by Meditech, your advocate will be informed of the complaint process and also of agencies that have a responsibility to make sure that Meditech does its job properly. One such agency would be the funding body, Ageing, Disability and Home Care.

CONSENT

WHAT DOES IT MEAN TO GIVE CONSENT?

1. When you give consent, you are giving your permission or saying that it is 'OK' for a particular thing to happen. This means that it is your choice if you want people to read your file or provide information to another person or agency. You must always fully understand what a person needs your consent for, and if you have any doubt you should ask Meditech or your advocate for help.
2. You can withdraw your consent at any time. This means that if you have given consent to take part in a particular program as part of your person-centred plan and then discover that you do not like the program, you can say that you no longer want to participate in that program.

WHAT SORTS OF THINGS WILL CONSENT BE NEEDED FOR?

Meditech will need your consent to:

- Be able to read the information that service providers have about you and for Meditech to provide any information about you to other service providers, your family or advocate.
- Collect data relating to you for funding bodies.
- Ask people to attend your person-centred planning meeting.
- To carry out any training programs or behaviour change programs that it may want to put in place for you.
- Be able to assist you to see a doctor or a dentist.
- Give you medication.

HOW DO I GIVE CONSENT?

1. Normally Meditech will ask you to sign a consent form especially if this is consent for the release of your personal information. A staff member from Meditech will always explain to you what they are asking your permission for. If you are at all unsure you should ask your advocate for assistance.
2. If you feel that you are unable to give consent about issues in your life, then Meditech can talk to your family or advocate. If you do not have family that is able to make decisions for you, Meditech will help you to make an application to the court or other statutory body for the appointment of a Guardian to help you make those decisions.

WHAT IS A GUARDIAN?

A Guardian is usually a person who has been legally appointed by a court to make decisions on your behalf. This person may be a friend, a family member, or a person from an organisation such as the Office of the Public Guardian.

WOULD MEDITECH GIVE OUT MY PERSONAL INFORMATION WITHOUT MY CONSENT?

The only time Meditech would give out any of your personal information without your consent would be if it was unquestionably in your best interest. This would normally only be in emergency or life threatening situations and could include for example if you were very sick and needed a doctor to know about your medication and were not able to tell him or her yourself.

PLANNING YOUR PERSON-CENTRED SERVICE

WHAT IS MEANT BY 'PERSON-CENTRED'?

Person-centred is an approach where you are being empowered to make your own decisions and have optimal control over your life and service.

Your quality of life is important to us and we want to make sure our staff can help you in various aspects of your life, such as:

- Participating in household and community activities.
- Building relationships with other people who are important to you.
- Having choice in all aspects of life.
- Maintaining your sense of dignity and respect
- Feeling that your culture, differences, values and beliefs are being respected.
- Using and developing relevant skills.

We want to do things **with** clients rather than **for you**. Our aim when planning services with you is that you:

- Have more control your life.
- Be more involved in your community.
- Gain independence.
- Pursue personal interests.
- Be more connected to other people who are important to you.
- Have a healthy wellbeing.

WHAT IS A PERSON-CENTRED CARE PLAN?

1. Your person-centred care plan is therefore a way Meditech staff can understand how to help you want to achieve these goals.
2. Your person centred care plan will have in it the things that you want Meditech staff to do for you, things you want to learn, things that you would like to do, and the places that you would like to visit.
3. Your person-centred care plan will:
 - Explain how to help you to reach your goals;
 - Explain what your responsibilities are and what you will have to do to reach your goals;
 - Explain who will be assisting you to reach your goals; and
 - Explain to you when you can expect to have finished what you set out to do.

DO ALL PEOPLE HAVE A PERSON-CENTRED CARE PLAN?

Yes. This is so that all people who are helped by Meditech can have their own programs which assist them to address their individual needs. This also ensures that Meditech has enough staff and time to allocate to each person.

HOW SOON WILL I HAVE A PERSON-CENTRED CARE PLAN?

Once Meditech has agreed to provide you with assistance, the planning meeting will be the next step in the process. This is because the person-centred care plan tells Meditech how to help you and what sort of services you think you'll need. You will be able to hold your first planning meeting as soon as Meditech has starting to help you.

WHAT IS MEANT BY A PLANNING MEETING?

1. The planning meeting is where you, your advocate, workers from Meditech and anyone else that you think should be invited, come together to discuss the support you want, the things you want to learn and achieve that help you to live in the community.
2. You will be able to talk about the things you want to do, what things you want to learn and who you would like to live with.
3. You can also talk about the things that you do not want to happen. If there is some activity you don't like, the planning meeting is one of the opportunities you have to let people know. This will ensure that it is not included as part of your service.
4. At the end of the planning meeting a care plan (which is a kind of master plan) is developed that will tell people what you want and how they can help you to achieve it. The care plan will also tell you who is responsible for making sure that all the jobs in the care plan are done. The care plan will also tell you what you have to do to reach the goals that you have set.

WHAT HAPPENS IF I DON'T ATTEND THE PLANNING MEETING?

1. If you are unable to attend your planning meeting your case manager will try to find another time for the meeting to take place. It is very important that this meeting take place and if you are unable to attend, you can choose someone to represent you to attend and will tell the people at the meeting what it is that you want to happen. The case manager will listen to your representative and any other people involved to get their opinions and comments.
2. The case manager and your representative will then tell you what happened at the meeting and let you know what was suggested. You can then agree to the plan or you can ask that the case manager and representative help you to make changes that you want and then take it back to the other people who were at the meeting so that they also know what you want changed.
3. Before a care plan can be put into action you have to agree that it is what you want. This may be something you will need to discuss with your case manager.

WHAT WILL THE CARE PLAN TELL ME?

1. The care plan will tell you the type of help that you will get from Meditech and who will be providing that help. It will also tell you how that help will be provided.
2. The care plan will also require a date to be reviewed. It is reviewed at a meeting similar to your first meeting to make sure that everyone is following the plan properly and that you are happy with how it is going.

HOW OFTEN WILL I HAVE A REVIEW OF MY PLAN?

A thorough review will normally take place every 12 months after your first meeting. A review meeting however can take place as often as you require.

CAN MY CARE PLAN BE CHANGED WITHOUT MY CONSENT?

No - The care plan is your personal plan and if it has to be changed, you must be involved in the process. No changes can take place without your permission.

COMMUNICATION

WHAT DOES MEDITECH MEAN BY COMMUNICATION?

1. Communication is the way we get our message across to other people. It is the way we let people know what we want in a way that they can understand. It is also the way other people let us know what they want in a way we can understand.
2. Normally, we communicate by:
 - Talking and listening;
 - Using our hands and body movement;
 - The expressions on our face; and / or
 - The use of special equipment that use pictures, numbers, letter boards and computers.

HOW WILL MEDITECH COMMUNICATE WITH ME?

1. Meditech will never talk to or behave towards you in a way that will make you frightened or uncomfortable.
2. Meditech will always ensure that the way you are communicated with is effective. That means that when Meditech staff members need to pass on information that is important to you, they will do it in the best way possible.
3. Meditech will always communicate with you in a way that you will understand. Meditech will train its staff to use any communication system that you may need or use. Your person-centred plan will also be discussed with you in a way that you can understand.

WHAT IF I HAVE COMMUNICATION DIFFICULTIES?

Meditech will help you to find people who are trained to assist you to improve your communication skills or use interpreters and translators if required. Meditech will help you to obtain and learn to use any special communication devices or equipment that you may need.

INTERPRETER SERVICES

Interpreter services are used by way of providing a clear channel of communication between a service user and other parties as required.

Interpreters are not to provide direct counselling or advice to service users. Their main role is to assist with communication.

The following services are available should you require interpreter services:

Department of Immigration and Citizenship Translation and interpreting Service (TIS)

Phone: 131 450

National Auslan Interpreter Booking and Payment Services

Phone: 1800 246 945

When using an interpreter service, you must provide the following information:

- The language and/or dialect required;
- The telephone number of the service outlet;
- Your first and last name;
- The first and last name of the service user; and
- The gender of the service user.

FEEDBACK AND COMPLAINTS

Meditech takes all feedback and complaints very seriously and welcomes them as an opportunity to improve our services. We encourage open and honest communication. You can let us know what we have done well, where we need to improve and where we have made a mistake.

WHAT CAN I GIVE FEEDBACK ABOUT?

You can give compliments about anything we have done well or suggestions for how we can do something better.

WHAT CAN I MAKE A COMPLAINT ABOUT?

You have a right to complain to Meditech, or the relevant external body, regarding any issue or mistakes we may have made during the delivery of our services, or in connection with our services.

YOUR RIGHTS

We are committed to upholding your rights, including the right to:

- Be free from any reprisal following a complaint, such as any change to, or cancellation of, services.
- Be supported to report your complaint to the relevant external body if you are not satisfied with the way we respond to a complaint.
- Be involved in decisions related to resolving a complaint.
- Having your privacy and confidentiality protected.
- Remaining anonymous if you choose.

OUR COMPLAINTS PROCEDURE

The manager investigating the complaint will discuss the details of the complaint with you, or if you prefer, your family, carer, or advocate, including the outcomes you would like to see.

You will receive an acknowledgement of the complaint within 5 days, which will include the expected timeframe for your complaint to be resolved. If appropriate, we will conduct an investigation into the circumstances surrounding your complaint.

You will receive information on the outcomes of your complaint within 4 weeks and be given the chance to lodge an appeal or refer the complaint to an external body if you are dissatisfied with the resolution.

We will use your complaint to review our systems, policies and procedures to improve our services.

OUR OBLIGATIONS

For all complaints made to us we will:

- Treat all complainants with dignity and respect.
- Resolve complaints, where possible to the satisfaction of the complainant.
- Keep you involved and informed of developments regarding your complaint.
- Apologise if we have made a mistake.
- Maintain records regarding your complaint.
- Provide support to access translation, advocacy, or other support services where appropriate.
- Report any breaches of legislation to the relevant authority.

Some complaints can be resolved on the spot however, others may require an investigation which can take time. Meditech will endeavour to resolve complaints as soon as we can, and keep you informed of the process.

LODGING AN APPEAL

You may lodge an appeal if you don't agree with a decision made by us. An appeal should be made in writing by email or post and submitted to the Business Manager. If you are still not satisfied with the outcome, you can contact the following relevant external body:

Aged Care Quality and Safety Commission	www.agedcarequality.gov.au or call 1800 951 822
NDIS Commission	www.ndiscommission.gov.au or call 1800 035 544
NSW Ombudsman	www.ombo.nsw.gov.au or call 1800 451 524

HOW TO MAKE A COMPLAINT OR SEND US FEEDBACK

You can send us your feedback or complaint by:

- Completing a Feedback and Complaints form at: www.meditechstaffing.com.au
- You can also download the form and send it to: enquiries@meditechstaffin.com.au
- Written complaints can be posted to:
Meditech Staffing
Attn: Feedback and Complaints
PO Box 1439
Strathfield NSW 2135
- You can also phone our head office on (02) 9764 4488.

STOPPING OR REFUSING SERVICES FROM MEDITECH

CAN I REFUSE OR STOP A SERVICE THAT I GET FROM MEDITECH?

1. Yes. You can refuse or stop a service that you receive from Meditech. You might do this if you think that you no longer need the service or if you can receive a more appropriate service from another agency – a Directory of Other Service Providers is available upon request.
2. The decision to stop a service provided by Meditech will not mean that Meditech will not provide you a service in future. However, this will depend on there being a vacancy and appropriate staff available to provide you with a service.

CAN MEDITECH STOP PROVIDING ME WITH A SERVICE?

1. Yes, Meditech can refuse or stop a service that it is providing to you. This would only happen however after discussion with you and if necessary, with your family/guardian/advocate. This withdrawal of services may also be done through the person-centred plan review meeting.
2. Meditech may decide to stop or refuse a service because you have refused to take part in some programs. Other reasons may include:
 - You have refused a service on a number of previous occasions.
 - Meditech feels that the service is no longer needed.
 - The service can be provided more effectively by another organisation.
 - If you wish to move out of the areas that are serviced by Meditech.
 - Your actions place the staff of Meditech at risk and that risk cannot be reduced within the resources of Meditech or when the additional necessary resources are unavailable.

IF I DO STOP SERVICES WITH MEDITECH CAN I ACCESS THEM AGAIN?

1. Yes, you can access the services of Meditech again if either your referral to another agency is unsuccessful or if at some time in the future you need assistance from Meditech or there are staff members' and appropriate vacancies available.
2. Meditech has a full set of Policies and Procedures that can be read by any person who would like to receive or stop a service.
3. Meditech encourages all service users and their families, guardians or advocates to read the Policies and Procedures and to ask any questions that they have about services or these documents.

LEAVING (EXITING) THE SERVICE

WHAT ARE THE STEPS?

1. We will first discuss with you the reason why you want to leave and we will explore all opportunities available as well as provide you with a list of other service providers.
2. You are encouraged to have support or representation when making the decision to leave.
3. We will:
 - Complete a service review with you and try to resolve any issues if the request to change is the result of conflict;
 - Not withdraw services until you have secured services from another provider or alternative arrangements are put in place;
 - Agree on a changeover date with you and your new service provider;
 - Inform your funding provider by email of the agreed change over dates: and
 - Inform the funding provider the number of hours the service user has saved at the changeover date
4. We will advise you that you can return to the service again at any time and how this is done.
5. Provide you with any referral letters that may be appropriate.
6. If possible, within 28 days of leaving, talk to you about your level of satisfaction with the service.

CONTACT US

 P: (02) 9764 4488

 F: (02) 9763 1133

 W: www.meditechstaffing.com.au

 E: enquiries@meditechstaffing.com.au

 A: 5G / 9-13 Redmyre Road
PO Box 1439
Strathfield NSW 2135