

YOUR RESPONSIBILITIES ARE:

- Advise the Services Manager 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-Services Manager fejn tista erba u għoxrin siegħa qabel jekk trid tbiddel s-servizz.
- Itratta l-voluntieri bir rispett.
- Ipprovi 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

That all older Maltese living in South Australia have access to culturally appropriate services that meet their needs.

Maltese Meals
and
Community Services
is funded by:



For more information or to register for our services contact:

Services Manager

Phone: 8241 0266

Mobile: 0412 014 313

Email: manager@malteseagedcare.org.au

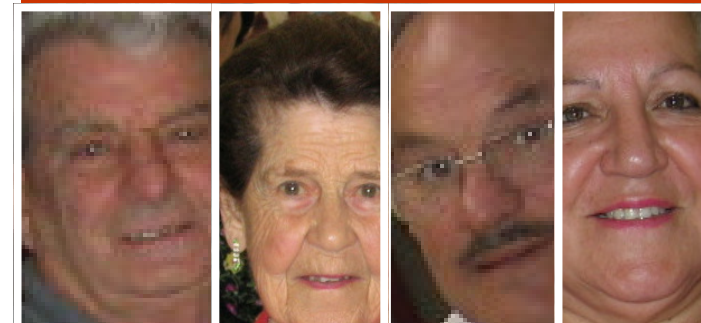
PO Box 6004, Alberton SA 5014
62 Stroud Street North, Cheltenham
www.malteseagedcare.org.au

Revised - September 2011

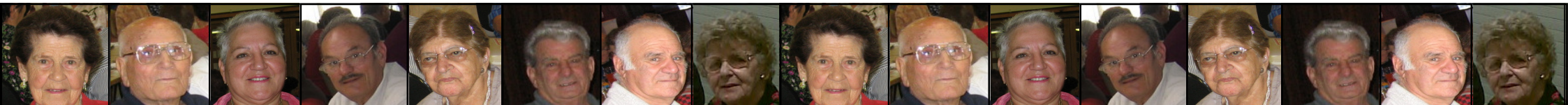


MALTESE AGED CARE
ASSOCIATION (SA) INC.
(MACASA)

*Services for
the Aged
Maltese Community*



**Your Rights
and
Responsibilities**



ID-DRITTIJIET TIEGHEK HUMA:

- Li tircievi servizz ta' kwalita' u li għandek bzonn.
- Li tircievi s-servizz mal-hin u kif ftehimt qabel.
- Li l-voluntieri dejjem joruk rispettt.
- Li meta titkellem magħna dejjem nirrisponduk sewwa, bir rispettt u jkun konfidenzjali.
- Li meta trid ikollok lil xihadd miegħek biex jgħinek.
- Biex tirrifjuta servizz.
- Għandekk id-dritt biex tappella kull-decizjoni.

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 not satisfied with our response, you
have a right to contact the
Aged Rights Advocacy Service on
8232 5377**

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

**Għall aktar informazzjoni dwar
dawn is-servizzi mur
malteseagedcare.org.au**

YOUR RIGHTS ARE:

- To receive a quality service to meet your needs.
- To receive an efficient, prompt and reliable service.
- Be treated with respect and courtesy.
- Have your comments valued and complaints dealt with fairly and confidentially.
- Have another person to support you and act on your behalf.
- To refuse a service.