



ABOUT US

Marli and Moe grew out of a need for people navigating the aged care and disability sector to be looked after in a truly unique way. From the young at heart, to the young of age, we celebrate life's diverse groups of people that make it unique and assist them to discover more from the world around them.

Marli- signifies the youth. We commit to protecting them every day and making sure they live a life that is full of opportunities.

Moe- signifies those in later life, that need the respect, dignity and support to age with love.

Through the ups & downs...together!



CONTACT US

for more information, or for any other enquiries, please connect with us:

 1300 731 733

 info@marliandmoe.com.au

 www.marliandmoe.com.au



CLIENT'S RIGHTS & RESPONSIBILITIES

Learn more about what your rights and responsibilities are as a client on your journey with Marli & Moe. It's important to stay well informed.

MARLI&MOE'S BELIEFS

Marli & Moe believe that each person (including children, young people and adults) has rights and should have them respected at all times.

Marli & Moe has a commitment to upholding each person's legal and human rights in all aspects of service delivery and acts to promote and protect these rights in accordance with the Universal Declaration of Human Rights, the Charter of Rights for Community Care, and the United Nations Convention on the Rights of Persons with Disabilities.



'we believe that all people have a right to be looked after properly, treated well and given high quality care.'



OUR PRINCIPALS

All people have the right to respect for their human worth and dignity.

All people have the right to be free from discrimination, abuse or neglect and receive services which respect and promote their legal and human rights.

All people have the right to full participation in society equal to all other people, according to their individual and cultural needs and preferences.

All people have the right to make their own decisions on the way they live their life.

All people should be able to access information on their rights and be supported to exercise these rights.

All people have the right to receive services which maintain the privacy of their personal information in line with relevant legislation.

Equality between men and women.

RESPONSIBILITIES OF OUR CLIENTS

As service users, clients also have responsibilities to the organisation. Clients have the responsibility to:

- Respect the rights of care workers;
- Give enough information so as care plans can be developed and delivered;
- Follow the terms and conditions of the written agreement;
- Allow safe and reasonable access for care staff at the times agreed in their care plan;
- Pay any fees outlined in their written agreement
- Treat Marli& Moe staff with respect and courtesy;
- Allow the organisation's staff to conduct a work place risk assessment;
- Make their home as safe as possible for staff to work in;
- To not harass, or vilify staff or discriminate against them;
- Act in a way which respects the rights of the Marli & Moe staff;
- Accept the consequences of any decisions they make;
- Let the organisation know if will be absent from their home when a staff member is due to visit;
- Let the Case and Plan Manager know, when they are not happy with their service;
- Let the Case and Plan Manager know if they wish to review their support plan;
- If it is no longer needed, arrange the return of loaned equipment in a clean condition.

