

When you use MND NSW services, you have the right:

- to be treated with respect, courtesy and honesty
- to be treated and accepted as an individual, and to have your individual preferences respected
- to be treated without exploitation, abuse, discrimination, harassment or neglect
- to be involved in identifying the services from us that you need
- to have an advocate or representative of your choice to assist you and/or to act on your behalf
- to be assisted in accessing our services where there are barriers due to language, cultural background or disability
- to choose the services from us that best meet your needs, from the services we are able to provide and within the limits of the resources we have available
- to expect that we will provide services we have agreed to provide
- to expect that our services will be reliable and of high quality
- to decline any of our services
- to provide us with feedback on our services by offering compliments, complaints and suggestions and to have these seriously considered
- to request a change of MND staff member working with you
- to have your privacy maintained, unless legislation requires otherwise, and to have your consent obtained prior to any disclosure of information to others
- to see and read your care records.

When you use MND NSW services, you have the responsibility:

- to treat staff, volunteers and other people using our services with respect, courtesy and honesty and to maintain the privacy of others
- to give us accurate and relevant information about your circumstances
- to tell us if you do not understand what you have been told, and to ask for further information
- to be actively involved in identifying the services from us that you need
- to keep your appointment times or to try to let us know at least four hours in advance if you cannot make the time
- to maintain MND NSW equipment in good condition and return this equipment when it is no longer required
- to tell us if you have any comments, concerns or problems with the services we provide.

Compliments, complaints and incidents

All feedback, complaints and incidents are recorded and used to help us improve our services. You can use this form to provide feedback, or talk with any MND NSW staff member. You can also email or write to us on the address at the back of this brochure. We will respond to, and investigate, any complaints made within one week and aim to resolve all issues within one month. The CEO and Support Services Manager are responsible for ensuring all complaints are managed within our policies and procedures. You will be kept updated throughout the process and advised of how we are resolving your issue. You will also be provided with the outcomes in writing once all actions have taken place.

Your comments

Please tell us what we did well.

Do you have suggestions for how we can improve what we do?

(see over)

Are you unhappy with our service? Tell us about your main concerns.

How would you like your concerns resolved?

Your name *(optional)*

Phone *(optional)*

Please call me so I can give you more information.

I would like a response to my feedback.

Please return your feedback to:

MND NSW
Locked Bag 5005, Gladesville NSW 1675
Ph 02 8877 0999 or 1800 777 175
Fax 02 9816 2077
admin@mndnsw.org.au

Motor Neurone Disease New South Wales

Our commitment to you:

- We will provide our services courteously and sensitively, understanding that your health and wellbeing is determined by a range of factors that are often outside your control.
- We will work with you to assist you make informed decisions about your own health and wellbeing, decisions that fit your situation and your needs.
- We welcome all people with MND, their family and friends, regardless of age, culture, religion, sexual preference, birthplace, language or socio-economic status.

If you are not satisfied with the outcome of any complaint you can contact the following for more advice:

- NSW Health Care Complaints Commission
Ph. 1800 043 159. TTY 02 9219 7555
<http://www.hccc.nsw.gov.au>
- NSW Ombudsman (about services funded by Dept of Family and Community Services)
Ph. 1800 451 524. TTY 02 9264 8050
<https://www.ombo.nsw.gov.au>
- ACT Disability and Community Services Commissioner. Ph. 02 6205 2222.
<http://hrc.act.gov.au>
- NDIS Quality and Safeguards Commission (about NDIS providers) Ph. 1800 035 544.
<https://www.ndiscommission.gov.au>

Motor Neurone Disease NSW Ltd.

Gladesville Hospital, Victoria Road
Gladesville NSW 2111
Locked Bag 5005, Gladesville NSW 1675
Ph **02 8877 0999** or **1800 777 175**
Fax 02 9816 2077
admin@mndnsw.org.au
www.mndnsw.org.au

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Rights,
responsibilities,
feedback and
incidents

Motor Neurone Disease
New South Wales