

MS SOCIETY OF NSW/VIC



Programs provided in
Sydney, Melbourne and
regional areas across NSW
and Victoria

Please contact us on:

1800 CURE MS (1800 287 367)

msconnect@mssociety.com.au

(NSW)

infoline@mssociety.com.au

(VIC)

CLIENT RIGHTS AND RESPONSIBILITIES INFORMATION

For program information and regional
contact details visit

www.msaustralia.org.au/nswvic



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MS Society of NSW/VIC

Information about your rights and responsibilities

We, at the MS Society of NSW/VIC, acknowledge that people with MS and other neurological conditions, their families, carers and advocates have an inherent right to respect, dignity and privacy. So, in your dealings with us, you are entitled to all basic legal, moral and consumer rights. You also have responsibilities to our staff who provide services to you.

Your Rights

1. To be informed about, and have access to, a quality service on the basis of your need and our available resources.
2. To be informed about the type of documentation held about you by the MS Society of NSW/VIC, to have access to your files and be able to request the amendment of any information that is incorrect.
3. To work in partnership with us and to receive a service that is flexible and tailored to meet your individual needs.

4. To have access to trained interpreter services and use of an advocate.
5. To be treated with respect, privacy and dignity in all aspects of service provision.
6. To have your personal information kept confidential - consistent with the National Privacy Principles.
7. To receive a service that is free of physical, sexual, verbal and emotional abuse or neglect.
8. To be assisted in obtaining access to local community support.
9. To have access to the MS Society of NSW/VIC Client Grievance procedure without fear of prejudice or discrimination in the provision of future services to you.
10. To refuse to take part in research activities or to work with students in training.

Your Responsibilities

1. To treat our staff, volunteers and fellow clients with respect and dignity.
2. To give accurate and up-to-date information about treatment and services you have received from other agencies and providers.
3. To be responsible for the decisions you make while we are assisting you.
4. To give adequate notice of inability to attend appointments.
5. To notify us of all changes in registration details eg. phone number, address etc.
6. To acknowledge the organisation's duty of care and accept our right to withhold services that are considered to be inappropriate or likely to incur an unacceptable risk to any party.
7. To accept responsibility for decisions made in relation to service provision and, if an issue arises, to follow the grievance procedure.