

Client Rights and Responsibilities Statement

MND Victoria is committed to ensuring that all people who use our services have adequate information about their rights and responsibilities. MND Victoria supports the rights of clients in all things that are lawful.

“As a person receiving supportive care for motor neurone disease you have the right to be a partner in planning your care and managing your illness. It is important for you to be well informed, to participate in treatment decisions and to communicate openly with your doctor and other professionals involved in your care.” International Alliance of ALS/MND Associations, Patients’ Rights, March 2008.

Client Rights - As a client of MND Victoria or MND Tasmania you have the right to:

- a) Be treated in a professional, courteous and caring manner that respects and appreciates differences related to race, ethnicity, national origin, gender, sexual orientation, religion, personal values, age, disability, economic or veteran status.
- b) Expect that your personal privacy will be respected and confidentiality protected to the greatest extent permitted by law according to *MND Victoria’s Privacy Statement (Ref -003)*
- c) Complimentary membership of MND Victoria and/or MND Tasmania
- d) Open and honest communication
- e) A prompt and responsive service
- f) Receive accurate and relevant information, including the types of supports being provided
- g) Be actively involved in discussing and making decisions about your current and future care needs
- h) Expect to have clear and up to date records of supports kept on your behalf
- i) Choose to use or not to use our services and to decline services offered to you
- j) Choose to leave our service and request a referral to another service provider
- k) Involve an advocate of your choice (family member, friend) to be present at meetings with MND staff and/or act on your behalf
- l) To have access to an interpreter
- m) To have access to health professionals who are motivated to achieve best practice in understanding MND and in the management of people with MND
- n) Request a change of MND Advisor/Support Coordinator
- o) Provide feedback about the conditions under which the MND Association’s services are delivered and have any problems addressed quickly
- p) Make a complaint about the services received from the MND Association and expect that this complaint will be heard and dealt with in a fair, objective and confidential manner without fear of it affecting decisions relating to the assistance you receive. Refer to *MND Victoria’s Complaint Statement (REF-039)*
- q) Access to read your care records upon application in accordance with *MND Victoria’s Privacy and Confidentiality Statement (Ref-030)*

Client responsibilities - As a client of MND Victoria or MND Tas you have a responsibility to:

- a) Be respectful of others, including MND staff, volunteers and other clients
- b) Provide relevant information to your MND Advisor/Support Coordinator and care team of any changes to your situation that may impact on the supports you receive
- c) Complete and return documents relevant to the provision of Support Services
- d) Work cooperatively and be actively involved in decisions regarding your care needs
- e) Raise any concerns that you may have in a timely manner
- f) Provide reasonable notice, in accordance with service or other agreements you have with the MND Association should you wish to change your supports or services
- g) Respect the rights of others including their rights to confidentiality and privacy
- h) Take responsibility for the results of any decisions you make
- i) Seek a fair resolution of any complaints. Refer to *MND Victoria’s Complaint Statement (REF-039)*.