

Statement of your rights and service provider responsibilities

MUSCULAR DYSTROPHY NSW ENSURES THAT YOU ARE AWARE OF YOUR RIGHTS AND CAN BE CONFIDENT IN USING THEM.

YOUR RIGHTS

At Muscular Dystrophy NSW you have the following rights. The right to:

- access information and support that will allow you to use your legal and human rights. Links to relevant information can be accessed through the Muscular Dystrophy NSW website www.mdnsw.org.au
- know what services are available from MDNSW and other associated agencies and
 - > be provided with equitable access to those services on the basis of need
 - > be provided with reasons for any decisions that may affect you or your services
 - > be sure that the services are culturally suitable for you
- be treated with care, consideration, courtesy, dignity and respect in an environment free from discrimination, financial, sexual, physical and emotional abuse, neglect and exploitation
- access your personal and service records and know what information is being kept and how it is being used. Access to this information will be in line with prevailing legislation at the time
- participate in the assessment and care planning process provided by the service provider that will help you adopt strategies and behaviours to meet your individual and cultural needs
- make decisions about your health and wellbeing and if you are not able to do so the service providers will work with an advocate of your choice. Where you do not have a nominated advocate, the service providers will work with your best interests in mind
- have the same rights and freedoms as all other children with disability which will result in service providers taking your best interests into account when providing you with services
- participate in the development and review of organisational policy and processes that promote strategies for equality and human rights

YOUR RESPONSIBILITIES

You have the following responsibilities when receiving services from Muscular Dystrophy NSW. You are responsible for :

- being respectful of others including MDNSW staff, volunteers and other clients
- assisting us in protecting the health and safety of MDNSW staff and volunteers
- not acting in a manner that may disturb other clients or put other clients at risk
- informing us well in advance that you may not be available for an appointment
- paying fees in a timely manner that have been agreed between you and MDNSW
- co-operating with reasonable requests from MDNSW and volunteers
- maintaining confidentiality regarding information that you may have learned about other clients during your participation in MDNSW programs
- helping us to identify ways in which we can improve our services to you

SERVICE PROVIDER RESPONSIBILITIES

Muscular Dystrophy NSW and associated service providers have the following responsibilities to their clients:

- To work together with the client, their family, community organisations and cultural and religious networks to develop a plan that identifies and builds on the person's strengths, aspirations and goals
- To support each person with consent from their family, carer or advocate as required, to develop, review, assess and adjust their plan as their circumstances and/or goals change
- To ensure that the client's access to a service is decided only on the basis of need and the capacity of the service to meet that need and to deliver that service in a safe manner
- To recognise the importance of risk taking and enable each person to assess the benefits and risks of each option available to them and trial approaches even if they are not in agreement
- To work with other organisations and community groups to expand the range of service options available in the community
- To review their person centred approaches to ensure that the organisation has the capacity and capability to deliver flexible and responsive support and services that meet individual needs and expectations

**IF YOU HAVE TROUBLE UNDERSTANDING THIS DOCUMENT,
PLEASE CONTACT MDNSW AND WE CAN HELP YOU**