



# Advocacy- Get help speaking up

## Fact Sheet

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There are times when people living with multiple sclerosis or their carers need someone to speak up on their behalf. This is called advocacy.

An advocate works to ensure the rights of people are upheld by supporting people to make decisions affecting their lives.

An advocate can be a family member, friend, a team member from the MS organisation or a person from an external organisation. We encourage you to use an advocate when you need help negotiating with us, or the service system. We can help you access an advocate if you need one, but we won't be advocates in relation to our own organisation.

### **What kinds of advocacy can we provide?**

Our MS team members provide support and services to people living with multiple sclerosis in ACT, NSW, VIC and Tasmania. As part of these services, we can help you:

- understand and exercise your rights
- change the situation you're in
- gain control over a situation
- get better access to services
- negotiate the health and disability systems

### **What kinds of advocacy can MS Australia provide?**

MS Australia is the national organisation responsible for advocacy and communication.

MS Australia runs the **National Advocates Program** which aims to bring about big, systemic changes that will benefit all people living with multiple sclerosis. They do this by encouraging changes to the law, government and service provider policies and community attitudes.

MS Australia also collaborates with the Multiple Sclerosis International Federation, Consumers Health Forum, Australian Council of Social Services, National Disability Services and the Neurological Alliance Australia to advance the interests of people affected by multiple sclerosis.

### **What kinds of advocacy do other, non-MS organisations provide?**

There are a number of other organisations that provide advocacy.

The main differences between their service and ours are:

- they are independent — so they can help provide advocacy in relation to our organisation if required
- they often have specialty focus areas — such as aged care or ethnic communities
- they don't focus on helping you negotiate the health and disability systems, but more your rights in doing so

We can assist you in finding the right advocacy supports within your local area – please ask for more information if you need this. There are times when people living with multiple sclerosis or their carers need someone to speak up on their behalf. This is called advocacy.



# Feedback, Complaints and Compliments

## Fact Sheet

Multiple Sclerosis Limited (MSL) is committed to providing high quality services to people with MS and other progressive neurological conditions and to their families and carers.

MSL has a commitment to seek and use all types of feedback to improve the services we deliver and believes that complaints, general feedback and compliments can be used to improve what we do for the benefit of all our customers.

There are **7 core principles of feedback management at MSL:**

1. Provision of feedback is encouraged
2. Respect, privacy and confidentiality is maintained in line with legislation
3. A timely response is provided (within 2 business days) to acknowledge your feedback
4. Complaints are adequately resolved persons making a complaint are appropriately involved in the resolution process. Serious or unresolved complaints are escalated
5. Documentation of complaints and their resolution is maintained (MSL endeavours to resolve a complaint within 10 business days)
6. Trends in feedback are monitored and reviewed for opportunities for improvement
7. Staff skills and knowledge in management of feedback is maintained

Feedback can be lodged in any format that meets your needs, such as in person, via a phone-call, via the website, in email or in writing. and can be directed to an individual staff member or to our Feedback Officer using the contact details below:

**Phone:** **MS CONNECT: 1800 042 138**

**Email:** [feedback@ms.org.au](mailto:feedback@ms.org.au)

**Post:** **MS Feedback Officer**

The Nerve Centre

Multiple Sclerosis Ltd

54 Railway Rd, Blackburn 3130

**Website:** <https://www.ms.org.au/get-involved/about-ms/compliments,-complaints-feedback.aspx>

**What does this mean:**

- You have the option to remain anonymous, however we would like to be able to tell you how we have actioned your feedback.
- A complaint will be allocated a senior manager to liaise with you, to complete an investigation where necessary and inform you of the progress of the complaint.
- You may seek support from family, a friend or an independent advocate to assist you in making a complaint.
- Use of an interpreter is also recommended if necessary.
- A person is not adversely affected as a result of making a complaint.
- Appropriate support and assistance in contacting an external agency in relation to a complaint is provided to any person who makes a complaint and each person with disability affected by an issue raised in a complaint.
- All staff at MSL complete training at induction on the feedback processes so that we can support you in providing feedback.

## Escalation to external parties:

If you are not satisfied with the way a complaint has been handled by the MS team you have the right to escalate to the relevant external party:

For NDIS Participants – if you want to make a complaint about a provider – contact:

### **NDIS Quality and Safeguards Commission**

PO Box 210, Penrith NSW 2750

T 1300 035 544 E [contactcentre@ndiscommission.gov.au](mailto:contactcentre@ndiscommission.gov.au) Web: [www.ndiscommission.gov.au](http://www.ndiscommission.gov.au)

See 'Make a Complaint' section on the NDIS Commission website

**VIC** Disability Services Commissioner Level 30, 570 Bourke St

T: 1800 677 342 E: [complaints@odsc.vic.gov.au](mailto:complaints@odsc.vic.gov.au) W: [www.odsc.vic.gov.au](http://www.odsc.vic.gov.au)

**NSW** Ombudsman Level 24, 580 George St Sydney 2000

T: 1800 451 524 E: [nswombo@ombo.nsw.gov.au](mailto:nswombo@ombo.nsw.gov.au) W: [www.ombo.nsw.gov.au](http://www.ombo.nsw.gov.au)

**ACT** Quality, Complaints and Regulation – Human Services Registrar

E: [Quality@act.gov.au](mailto:Quality@act.gov.au); or

ACT Human Rights Commission Office Level 2, 11 Moore Street, Canberra City

T: 02 6205 2222 E: [human.rights@act.gov.au](mailto:human.rights@act.gov.au) W: <http://hrc.act.gov.au>

**TAS** Ombudsman 99 Bathurst St Hobart 7000

T: 1800 001 170 E: [ombudsman@ombudsman.tas.gov.au](mailto:ombudsman@ombudsman.tas.gov.au) W: [www.ombudsman.tas.gov.au](http://www.ombudsman.tas.gov.au)

**Complaints Resolution Referral Service** (for users of Disability Employment Services)

T: 1800 880 052 W: <https://www.jobaccess.gov.au/complaints>



# Rights and Responsibilities

## Fact Sheet

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### **As a customer of MS, you have a right to:**

- Have access to quality services which meet your needs and our available resources
- Work in partnership with us to develop, implement and monitor a service that is tailored to meet your needs
- Be treated with respect and dignity in all aspects of service provision
- Be protected and live in an environment which is free from harm and safe from abuse, neglect and exploitation
- Decide whether or not you take part in research or training activities
- Have access to a qualified interpreter if you need one
- Have access to an advocate if you wish to use one
- Have all information we collect about you stored securely and confidentially
- Make a complaint if you are not satisfied with the services you receive without fear of retribution or loss of access to services

### **As a customer of MS, you also have the responsibility to:**

- Treat staff, volunteers and other customers with respect and dignity
- Not threaten or be aggressive in our environment
- Be responsible for the decision you make when working in partnership with us
- Provide accurate information about services and treatments you have received from other providers
- Notify us of any changes of your situation, including change of contact details
- Notify us if you are unable to attend an appointment
- Acknowledge that we have a duty of care to all our customers. This may mean we are unable to provide a service if we consider it to be inappropriate or it creates an unacceptable risk to any party.