



STATEMENT OF MEMBERS'

RIGHTS AND RESPONSIBILITIES

This statement of rights and responsibilities aims to ensure that Members/Clients know their rights and also understand their responsibilities and the importance of fulfilling them.

As a Member/Client of the MS Society WA (Inc).

You have a **right** to:

- Receive quality services, as a financial Member of the MS Society
- Receive services on the basis of clinical need and availability
- Be treated with respect and dignity
- Have access to a range of Member services
- Participate in decision making about your care plan
- Access to an interpreter if needed
- Be given education, support and information about your continuing health care
- Have your personal information kept confidential in accordance with privacy legislation
- Consent before taking part in health professional training and research
- A simple procedure for making comments and complaints

As a Member/Client of the MS Society WA (Inc)

You have a **responsibility** to:

- Tell the health team about your medical history, and any treatment or medication you are receiving
- Be courteous and respect the role of our staff, volunteers and their right to a safe and pleasant work environment
- Be courteous and respectful to other Members.
- Tell staff about any special needs you have including those of religious or cultural significance
- Be aware and considerate of the needs and rights of other Members
- Respect the rights of other Members with regards to privacy and confidentiality.
- Keep appointments and advise the society staff, as soon as possible, if you are unable to do so