



Life not limits



# MSWA Support Guide

# Acknowledgement of Country

In the spirit of reconciliation, MSWA acknowledges the Traditional Custodians of the many lands and language groups of Western Australia and their connections to land, sea and community. We pay our respect to their Elders past and present, and extend that respect to all Aboriginal and Torres Strait Islander peoples today.



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# Welcome

**Thank you for choosing MSWA as your service provider. We look forward to supporting you on your journey - helping you reach your goals, make confident, informed decisions and deliver excellent health outcomes so you can continue to live life, not limits.**

This Support Guide is designed to introduce you to MSWA - what we do, how we work with you, our terms and conditions and the range of services we offer to support you. We know that navigating services and support can be overwhelming and we hope to make your journey as straightforward as possible.

While we have included a lot of information in this Support Guide, we know that the best way to provide you with great service is working together; therefore, we encourage you to connect with your MSWA Client Liaison Coordinator for support and advice at any time.

We thank you once again for choosing MSWA and we look forward to working with you to achieve your version of best.

## Who we are

MSWA provides vital supports and services to people living with neurological conditions in Western Australia.

This includes people living with multiple sclerosis, stroke, Parkinson's disease, Huntington's disease, motor neuron disease and acquired brain injury, to name a few.

We have extensive experience working across the disability, community and health sectors. MSWA is an approved service provider under the National Disability Insurance Scheme (NDIS), Department of Communities (Disability Services), Department of Health and My Aged Care Home Support at Home programs.

## Our purpose

To empower people living with neurological conditions to live their best lives.

## Our vision

A world where people with neurological conditions have choice, options and support.

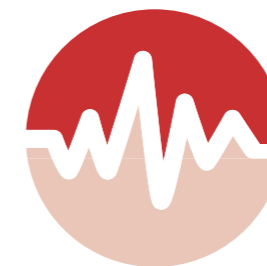


## Our values



### Respect

We care and treat everyone with respect.



### Listen

We listen and seek to understand.



### Difference

We value difference and everyone's perspective.



### Accountability

We do what we say we will do, and we do it the right way.

# Our services

MSWA provides a diverse range of services and supports that you may access depending on your funding.

## Community Support

Our Community Support team provides a range of community-based support programs including:

- **Daily living tasks**  
Assistance with all personal care tasks such as bathing, showering, toileting, dressing and undressing, meal assistance, medication support or medication administration.
- **Social support**  
Assistance to help you participate in your community and keep your social connections.
- **Transport and shopping**  
Assistance to go shopping, attend medical appointments and social activities.
- **Respite**  
In-home respite to enable your carer to have a break or attend outings, appointments or go on holiday.

## Client Liaison Coordinators

The MSWA Client Liaison Coordinators (CLCs) offer a unique and complimentary service available to all our Clients. They will support you in managing your services at MSWA to help you get the most out of your funding package. This includes supporting your initial assessments and goal setting, as well as developing and maintaining your personalised care plans.

As the primary contact for Clients, their families and carers, our CLCs ensure efficient, consistent communication and are always on hand to provide information and support.

However, under NDIS and Aged Care Legislation, MSWA staff members, including your CLC, cannot fulfill the role of an independent advocate. If you need assistance to exercise choice, control or to feel supported to have your voice heard in matters that affect you, your CLC can assist you to access independent advocacy services. Alternatively, you can contact Advocare at [advocare.org.au](http://advocare.org.au) or **1800 655 566**.

## Allied Health and Nursing

We provide an extensive range of support services including nursing and allied health which can be accessed face to face, in a group setting or virtually via telehealth.



### Counselling

Our accredited Counsellors offer individual and group support to help enhance your mental health and wellbeing, address personal concerns and develop coping strategies. We also offer support family members and carers.



### Dietetics

Our Dietetics team are highly experienced in supporting individuals with neurological conditions. Our Dietitians can provide comprehensive assessments of dietary and nutritional needs, delivering tailored, evidence-based guidance across a range of areas. These includes, malnutrition prevention and management, nutritional adequacy and enteral feeding support (PEG/RIG).



### Employment Support

As the only specialist provider of employment support for people with MS and acquired neurological conditions in WA, our team can assist you to maintain your existing work role or to find new employment opportunities across the state. The MSWA ESS team consists uniquely of allied health team members that can provide both clinical advice and employment support.



### Nursing

Our Nursing team provides tailored information about neurological conditions and holistic support to help you have a better understanding of your condition. Our Nurses deliver training, education and support for neurological treatments. The team can also facilitate and coordinate your clinical care.



### Occupational Therapy

Our Occupational Therapists provide thorough functional assessments to identify and achieve your goals in maintaining independence and maximising participation. This can be within your home or workplace using personal aids, equipment or supporting your valued roles and recreational interests.



### Physiotherapy and Exercise Physiology

Our Physiotherapy and Exercise Physiology team offers comprehensive assessments, one-on-one therapy programs, group sessions, land and water-based therapies, massage therapy and support with the prescription of walking aids.



### Speech Pathology

MSWA Speech Pathologists are skilled in assessing and supporting individuals with swallowing and communication difficulties. Our team provides personalised strategies and evidence-based interventions to help manage or improve these challenges. This includes the use of assistive technologies to enhance communication and promote independence.



### Social Welfare

Our Social Welfare team provides case management, information on Disability Services and government entitlements, advocacy liaison with other service providers, hospital staff and government departments, referrals to other health professionals both within and externally to MSWA and general advice and support.



### Wellbeing

Delivered by MSWA Counsellors, our Wellbeing service comprises of modules and workshops focused on evidence-based tools and psychoeducation. Our goal is to empower you to thrive through challenges and maintain wellness.



## Support Coordination

The MSWA Support Coordination team helps you navigate and manage the various services available to you. We will work with you to connect with service providers, advocate for your needs and ensure you receive the right services to achieve your goals.

## Residential Respite

Our Residential Respite is a place to give both yourself and your carer some well-deserved rest. Respite gives carers the opportunity to recharge and gives you the opportunity to meet new people and have a break from your usual routine.

MSWA offers purpose-built accessible Respite homes providing 24/7 supports where you can take a break safely and comfortably.



## High-Support Accommodation

For some, living in their home may no longer be a safe or practical option. Our High-Support Accommodation options provide a homely environment for people with high care needs. Located in suburban surroundings across WA and integrated with local communities, we provide onsite 24/7 supports, friendly and caring environment.



## Social connection and peer support

Since day one, MSWA have understood the immense value of social and community connection. The diagnosis and progression of a neurological condition can be an overwhelming and isolating experience. Physical therapies and interventions, while necessary, are just one piece of the puzzle. Social interaction, friendships, the opportunity to speak openly with others on the same journey and to know you aren't alone - these are the pillars of building a thriving, supportive community.

### MSWA Connect

MSWA Connect, as the name suggests, is a connection point: an opportunity to meet like-minded people, learn new skills, achieve your social goals, take part in activities or just to come in and chat with friends over a cuppa, morning tea and a delicious lunch! There is always something fun planned at MSWA Connect, from themed celebrations to engaging entertainment. Above all, we work to co-design our programs with our Clients to ensure they meet your needs, wants and goals.



### MSWA After Hours

MSWA After Hours brings together like-minded working professionals navigating a neurological diagnosis in a fun, easy-going setting to create a community of support.



## Maintaining your independence

We understand how important it is for you to retain your independence and we will work with you to develop your individual Support Plan. We encourage you to make informed choices to live your best life and do the things you want to do.

## Your Care Plan

Together, we will develop a Care Plan based on your needs, choices and preferences.

- The services you will receive.
- The days and times of your services.
- The goals you identified and are working towards.
- Any personal preferences that you may have.

Your Care Plan will be reviewed at least every 12 months to ensure your services continue to meet your needs. If you have any significant changes in your health that lead to changes with your care needs, your plan may need to be reviewed more frequently. If you would like to change your plan at any time, please call us to arrange a review.

A copy of your Care Plan will be placed in your Client File to provide direction to the Support Workers attending your services.

## Advance Health Directive / Planning

To ensure your wishes regarding future health care and treatments are followed, we encourage you to speak to your medical practitioner or health professional to develop an Advance Health Directive (ADH). Our team can assist you with this process if you wish. It is important that we have a copy of any Advance Health Directive documents you may have in place, so that our staff can respect your wishes and relieve stress on loved ones during already difficult times.

# Emergency preparedness and disaster planning

We understand that people living with neurological conditions may face additional challenges during emergencies such as bushfires, floods, storms, power outages or other disasters. Having a comprehensive emergency plan is recommended to ensure your safety.

## Red Cross RediPlan

We recommend you develop a personal emergency plan using the Australian Red Cross RediPlan. The RediPlan is specifically designed to help people living with a disability or chronic health condition prepare for various types of emergencies. You can access the RediPlan at [redcross.org.au/rediplan](http://redcross.org.au/rediplan).

### The RediPlan covers:

- Preparedness for people living with a disability or chronic health condition.
- Evacuation preparedness.
- Heatwave preparedness.
- Isolation preparedness.



## MSWA support with emergency planning

MSWA can work with you to develop your RediPlan and integrate it into your Care Plan. Our team can help you identify your specific needs during an emergency and ensure that your emergency plan considers:

- Your neurological condition and how it may be affected during emergencies.
- Essential medications and medical equipment.
- Communication needs and backup methods.
- Support network contacts and evacuation assistance.
- Alternative accommodation if needed.
- Continuation of critical services.

Every MSWA Client will have an Emergency Care Plan completed as part of their Care Plan. This plan will work alongside your RediPlan to provide comprehensive emergency preparedness. We encourage all Clients to complete a RediPlan, and this will be particularly beneficial for those who may be considered at higher risk or living in high-risk areas.

For support in developing your RediPlan or emergency preparedness planning, please contact your MSWA Client Liaison Coordinator.



## Medical care and non-emergency medical care

We have procedures in place for circumstances where a Client's health is deteriorating. If you become unwell at an MSWA Services Centre, in your home or in the community, our priority is to ensure your safety and to support you to receive immediate care and support.

Our Support Workers are trained in first aid but do not have clinical care qualifications. In the event of an emergency, an ambulance will be called and your nominated representatives notified.

We will work with you or your nominated representative to build an emergency care plan. This plan will include preferences for care and who you want us to contact in an emergency.

In our High-Support Accommodations and Respite homes, our Nurses are on site or on call. However, if we are concerned about your safety or if there is an unexpected or unplanned deterioration of your health, we will always contact your doctor or transfer you to hospital for further care.

## Culture and diversity

We recognise and respect the diversity of people in all forms, including ethnic, sociocultural, religion, disability, gender and sexuality. Services are delivered in a sensitive and respectful manner that consider the aspects of your identity and preferences that you share with us.

MSWA will provide you with information in a format or language of your choice and will engage with interpreter services if needed to ensure your understanding. We will also access alternative resources based on your individual needs, to support accessibility and assist you to engage through your preferred communication methods.

## Privacy and confidentiality

MSWA is committed to keeping your personal information private. To help us plan and deliver your support services, we need to collect information about you. We only collect information about you that is relevant to your service provision. Except in specific and emergency situations that are outlined in The Privacy Act (1988), we will seek written consent from you to disclose your personal information to other people, such as family members or health care professionals. You have the right to withdraw this consent at any time.

You also have the right to request access to any information we keep about you.

Further information about our Privacy Policies and how we collect, store and release information can be found on [mswa.org.au/privacy-policy](http://mswa.org.au/privacy-policy).



## Incident management

**As part of MSWA's commitment to keeping you safe, we have an incident management system in place to record and manage incidents. An incident is any situation where people could have been or were hurt whilst they were receiving supports or services from MSWA. Examples include falls, medication mistakes or Client injuries.**

Whilst incidents do not happen very often, when they do, MSWA will investigate them and make improvements to try and prevent them from happening again. We will work with you or your nominated representative to keep you informed of what happened and whether anything can be done to improve safety or services. In some cases, an MSWA Nurse or allied health clinician may contact you after an incident has been reported to check on your wellbeing and if necessary, work with you to make improvements to minimise future risks or clinical concerns.

MSWA is also required to report certain types of serious incidents to the NDIS Commission, or the Department of Communities or Aged Care Quality and Safety Commission. If criminal activity is suspected, MSWA will report concerns to the police. Further information about our incident management processes, and our reporting obligations, are outlined in the MSWA Managing and Reporting Incidents Fact Sheet or please discuss with your Client Liaison Coordinator.

## Conflict of interest

Your trust, choice and control are our top priorities. A conflict of interest is any situation where our interests (real or potential) could influence our advice to you. For example, an MSWA Support Coordinator recommending other MSWA services.

If a conflict of interest arises, our staff will:

- Declare it to you openly.
- Discuss your options.
- Manage and protect your choices.

You will never be pressured to use any MSWA services and will always have the right to choose your providers. For more information, you can visit the websites of the NDIS or Aged Care Quality and Safety Commissions.

## Open disclosure

Open disclosure is the process of having open and honest discussions when things go wrong. We will acknowledge when an incident or adverse event has occurred, provide information in a timely manner and initiate open disclosure with you and your carer, if applicable.

## Gifts

Although we appreciate the offer, employees, volunteers, students on placement and contractors should not seek or encourage gifts or benefits in relation to their professional duties. Please do not be offended if our staff do not accept gifts from you as receiving gifts may be seen as a conflict of interest.

This is addressed in our Code of Conduct Policies and Conflict of Interest Policy, and further information can be requested from your Client Liaison Coordinator.

## Manual handling

Staff are trained in safe manual handling techniques within the scope of their role and our Support Workers are also trained in the use of mobility aids. We cannot lift people without using the correct mobility equipment such as hoists, as this is considered unsafe for both you and our staff.

If an MSWA Occupational Therapist assesses a Client as needing equipment to assist in safe transferring or a Client is deemed as a two-person assist, then the recommendations must be followed by both the Client and their Support Workers.

## Medication

Our staff can support you to take medications prescribed by a doctor and over the counter medication that a doctor or pharmacist has authorised. We need your consent to assist you in your medication management. A member of our Nursing team will discuss this further with you and will work with you to develop a plan of care that best meets your needs.

Medication that MSWA Care Support Workers administer must be in a dose administration aid unless it cannot be re-packaged. If medications cannot be repackaged, they must be in the original labelled container.

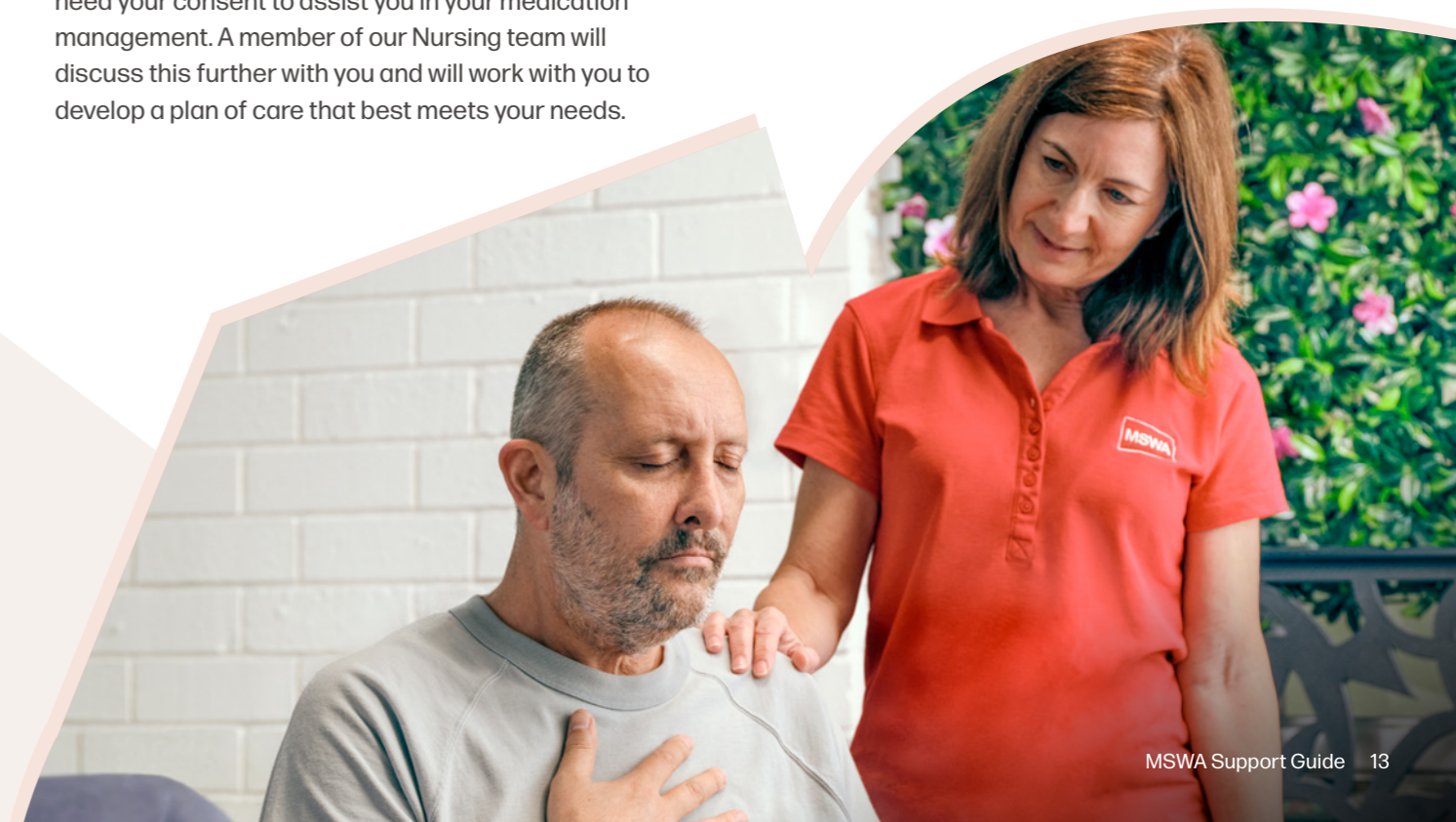
A current medication profile from your pharmacist must accompany all medication, otherwise staff cannot assist in administering it. Further information about our medication management processes, the roles of staff and how we can best support you, are documented in our Medication Information Fact Sheet.

We also encourage speaking to your CLC or a member of the MSWA Nursing team if there are any changes to your medication regime. This will allow us to update any necessary plans of care to ensure your medication needs are being comprehensively managed.

## Professional boundaries

Clients and staff are asked to respect professional and personal boundaries so they do not breach the Code of Conduct or engage in behaviours that could be perceived as a conflict of interest. This includes the following expectations:

- Staff are not permitted to visit, meet or work for Clients outside their rostered shift allocation.
- No exchanging of personal contact details between staff and you, your family member and carer.
- No swearing or conversation which may be considered offensive or sexually suggestive.



## Risk assessment

We operate within a Risk Management Framework. We recognise and value the principles of Dignity of Risk and Choice and Control by providing people with opportunities to try new things, test their limits, develop their skills and capacities.

If your choices have the potential to harm yourself and/or impose harm on others, then an assessment will be completed and measures to reduce or manage the risk may be agreed.

MSWA will never cease services simply because you choose to exercise your choice and control or engage in an activity that could be considered risky or dangerous.

Whilst we will always try and support your preferences, we may also refuse to provide supports for particular activities or choices, including:

- If the risks cannot be adequately managed.
- If the activities are illegal.
- If they conflict with our compliance obligations.
- If we are significantly concerned for the safety of our staff.

In such situations we will communicate why we are unable to support that particular choice or activity and the risks to you if you choose to pursue them.

## Safeguarding

We have a framework to prevent, identify and respond to abuse or neglect. This includes the MSWA Safeguarding Policy and several procedures that support this. Everyone within our service has the right to feel safe and respected at all times.

## Smoking

Your home becomes our workplace and as such, we all have a duty of care to provide MSWA staff with a safe working environment. We ask that when our staff are in your home, you refrain from smoking and vaping.

Staff have a right to exit the home when smoking and vaping is taking place and cannot assist you or anyone else in the home to smoke.



## Client rights and responsibilities

**MSWA adheres to and promotes the NDIS Code of Conduct and Participants Rights, Aged Care Statement of Rights, the Australian Charter of Healthcare Rights and the West Australian Carers Charter.**

This Charter applies to all MSWA Clients and describes what you can expect when receiving care and services from MSWA. It also outlines the responsibilities and behaviours that MSWA expect from our Clients and their families to ensure that the wellbeing of our staff and other Clients is maintained.

### Client rights

**As a Client of MSWA, you have a right to:**

1. Receive safe and high quality supports services from MSWA in a way that promotes your right to be protected from the risk of harm, abuse and neglect.
2. Be treated with respect and dignity, in a way that acknowledges culture, identity, beliefs and choices.
3. Have your personal information kept confidential in accordance with privacy legislation and MSWA Policy.
4. Be provided with clear and accessible information, education and support about your condition, health care and relevant funding sources e.g. NDIS, Aged Care.
5. Subject to funding and eligibility, have access to and receive services that consider your needs and preferences. You also have the right to select services from providers other than MSWA.
6. Consent before taking part in health professional training and/or research.
7. Participate in decision making about your care.
8. Be given assistance, if needed, to understand all possible benefits and risks associated with your care or services and any decisions you make. This may include access to an interpreter, or provision of resources in an alternative format.
9. Be given information on how to make a complaint and provide feedback, and to have complaints investigated in a transparent and timely way. Any feedback provided will not affect the way you are treated.



## Client responsibilities

### As a Client of MSWA, you have a responsibility to:

1. Tell the health team and other staff supporting you about your medical history, any treatment or medications you are receiving and relevant changes.
2. Be courteous and respect the role of our staff and volunteers and their right to a safe and pleasant work environment. This may include respecting that staff will need to take comfort breaks, and in some instances, meal breaks.
3. Not subject our staff to any types of behaviours or conversations that could be interpreted as racist, abusive or threatening.
4. Allow staff appropriate time to understand the care you need, and respect that staff can only deliver the care and services outlined in your care or service plan.
5. Tell staff about any special needs you have including those of religious or cultural significance.
6. Be courteous and respectful to other Clients, considering both their needs and rights. This includes the rights to privacy and confidentiality.
7. Respect the health needs of your peers and MSWA employees and reconsider your attendance at MSWA sessions or events if you are unwell.

If you need more information on your rights and responsibilities, please discuss with a MSWA staff member. If MSWA has concerns that you, your family or your representative are breaching your responsibilities, we will always discuss this with you and together determine whether services can continue to be delivered.

## Costs of services

MSWA will thoroughly explain the cost of your services to you when we meet with you to develop your support plan. You will also receive a statement of account (invoice) every fortnight. For Support at Home Clients, you will receive a monthly statement.

## MSWA Service Agreements

The MSWA Service Agreement outlines the conditions of services being provided to you and explains our Cancellation Policy and other relevant information. MSWA staff will assist you to understand the agreement and answer any questions you may have before signing your Service Agreement.

You will be provided with a copy for your records and given adequate time to consider your options, supporting you to make informed choices about your services.

## Rescheduling of services

We understand that you may need to reschedule your regular services and MSWA will work with you to try and make this happen. We request that you provide at least two days' notice. The earlier you can give us notice, the more likely it is that we will be able to meet the request.

On occasions, we may need to reschedule your services or there may be a change to your regular Support Worker due to unforeseen circumstances; we will phone you as soon as possible to let you know.

## Cancellations

If you need to cancel your services, please do so as soon as possible. We require at least two business days' notice for all cancellations.

If you don't provide enough notice, a late cancellation fee of up to 100% of the service cost may apply. This fee may be charged if we're unable to find alternative work for your scheduled Support Worker or if your service is part of a group session and we can't find a replacement participant. This is in accordance with our Cancellation Policy and the funding rules in the service agreement.

## Ceasing services with MSWA

You may provide one month's notice in writing to cease services with MSWA at any time as per your services agreement.

MSWA will deliver quality services to you and only request to cease service under the following circumstances.

- A significant welfare or safety concern or risk for our workforce has been identified that we are unable to resolve with you.
- You move to a new location where MSWA cannot provide service services.
- You do not have the funding to pay for your services.
- You are not meeting your responsibilities as a Client of MSWA.

Except in the situation that imminent staff safety concerns have been identified, MSWA will always work with you to see if we can continue to provide services to you. Senior staff will meet with you or speak to you via phone to discuss our concerns and attempt to seek an agreed resolution.

After multiple attempts to resolve issues or concerns, MSWA may in exceptional circumstances seek to cease services. In such situations MSWA will give you 28 days notice and the opportunity to appeal the decision.

We can also direct you to external advocacy services if you wish. During the notice period MSWA will attempt to support you with essential services in the safest possible way and will assist you in accessing another provider who can support you in the future.

## Changing providers

You may choose to change to another provider to deliver your services at any time by giving one month's written notice to MSWA and confirming the services end date.

It is essential to negotiate with your new provider and MSWA when services will start and end to ensure a smooth transition and continuity of your services.



## MSWA Client Satisfaction Survey

You may be asked to participate in the MSWA Client Satisfaction Survey during the year. This could be over the phone or via a questionnaire which may be posted or emailed to you.

We encourage you to participate in our surveys as feedback is valuable and helps us improve and develop our services.

If you have any questions or concerns about the survey, please email [survey@mswa.org.au](mailto:survey@mswa.org.au).

## Feedback, complaints and compliments

MSWA encourages you to provide feedback on the care and services provided to you. This assists us to review and make improvements to the quality of our services. Providing feedback will not impact on the services we provide to you. All feedback is treated as confidential and responded to in a timely and respectful manner. You may provide feedback to a member of your support team or any MSWA staff member, who will ensure it is handled appropriately and shared with the right people to address your concerns or suggestions.

You can also submit feedback through our website, call the Quality, Safeguarding and Risk team or use our feedback flyers. If you prefer, feedback can be provided anonymously through any of these methods.

If you are unhappy with any of the services you receive, please let us know.

Similarly, we love hearing about things we are doing well, so please feel free to complement our staff and services. We will always pass your feedback on to our wonderful staff.

Your Information Folder contains Feedback and Complaints flyers or you can contact the Quality, Safeguarding and Risk team on **08 6454 3173** or email [feedback@mswa.org.au](mailto:feedback@mswa.org.au).





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