

MND NSW Support Service

The MND Advisor is part of the Support Service Team.

The MND NSW Support Service includes:

- MND Advisor support and assistance
- information
- equipment
- education
- MND Info Line telephone support
- support groups
- volunteer assistance (where available).

MND Advisors

assist people with motor neurone disease connect to the services they need.

MND Advisors also offer information about motor neurone disease as questions arise or needs change.

What do MND Advisors do?

- Provide information for people recently diagnosed with MND, their families and carers.
- Support the person living with MND, their family and carers by maintaining contact through home visits, telephone and email.
- Assist people living with MND to identify what services they need or may need.
- Provide referral and assistance for timely access to health and community services.
- Assist with access to MND NSW equipment/assistive technology, support groups, carer education, information sessions and volunteer assistance where available.
- Give information about, and liaise with, MND multidisciplinary clinics and services.
- Advocate on behalf of people with MND and their carers.
- Build networks with health and community care providers and provide information and education on MND.

Who are MND Advisors?

MND Advisors are qualified health and community care professionals with specific knowledge and experience related to MND.

If you are living with MND and are a member of our Association, you will be put in contact with the MND Advisor from your area.

MND Advisors are available to support:

- people living with MND
- family members
- carers and other people close to the person living with MND
- health and community care providers.

They link people with local health and community services but do not provide 'hands-on care' or counselling. However, MND Advisors are able to talk through any concerns you, your family or carer may have.

Contacting your MND Advisor

MND Advisors work part-time and will often be out visiting members.

To contact your MND Advisor phone freecall 1800 777 175 or 02 8877 0999.

If your MND Advisor is unavailable and you want to speak with someone, ask to speak with our Info Line Advisor at the same number. The MND Info Line service is available Monday to Friday between 9am and 4.30pm.

The role of an MND Advisor

MND Advisors provide information and professional and timely support for people living with MND, their families and carers. They also provide education and support for health and community workers.

Each MND Advisor is allocated an area of NSW or the ACT. This enables them to develop local knowledge of the services available in their region and create a network of contacts within these services. They periodically visit regional areas.

MND Advisor areas are:

- Metropolitan Sydney
- Central Coast
- Hunter
- Mid North Coast
- Far North Coast
- New England
- Western NSW
- Illawarra
- Southern NSW
- ACT

All MND NSW staff, including MND Advisors, work within a code of conduct and participate in professional development activities related to their role.

The MND Advisor's relationship with people living with MND is a professional and confidential one. The MND NSW Privacy Policy is available from the Association.

Motor Neurone Disease Association of New South Wales Inc.

Mission

To provide and promote the best possible support for people living with motor neurone disease, their families and carers, to advance research and to raise awareness.

MND NSW is committed to providing timely support and information to people with MND, their families and carers.

We welcome your feedback to assist the Support Service Team improve services. If you would like to provide feedback or if you have a complaint about the service you are receiving, contact the MND NSW Support Service Manager by phoning, writing or emailing to the address below.

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MND Advisors

**Motor Neurone Disease Association
of New South Wales**