



Queensland



Welcome Guide



The MS Queensland team



L-R: Janine Watson, Jenni Saunders & Jenny Bennett who are living with MS

Welcome

On behalf of the MS Queensland Board, Executive, staff and volunteers welcome to the MS Queensland family.

For more than 60 years, MS Queensland has provided care and support to Queenslanders living with MS and other neurological conditions. We are committed to helping people get the best out of life, advocating for change and searching for a cure.

We look forward to supporting you, whenever and wherever you need us.

Acknowledgement of Country

Our organisation is committed to engaging with Aboriginal and Torres Strait Islander peoples in the communities we work with. As one of the world's oldest living cultures, we recognise that Australia always has been and always will be Aboriginal and Torres Strait Islander land.

We who come from many places pay our respect to Elders throughout all time and commit to learning from the knowledge, traditions, stories, spirituality and experiences of Aboriginal and Torres Strait Islander people as we learn to live on their land.

MS Queensland

MS Queensland is a registered non-profit organisation providing information, education, treatment, care and support across Queensland.

We work with government and peak bodies to resolve issues that affect people living with MS and other progressive neurological diseases including access to quality services and support.

In Queensland, nobody has a better knowledge of the disease nor assumes a greater role in education and raising awareness of MS than we do.

This is done by engaging with like-minded members of the community to contribute to our vision and drive positive and lasting change for people living with MS and other neurological conditions.

Our promise is to put your wellbeing at the centre of everything we do.

We achieve this by being:

accessible
there when and how we're needed

flexible
understanding that situations change

authentic
approachable and real and

connecting
giving you the support you need.

We're here to help you

Whether you're newly diagnosed or have been living with the disease for some time, we're here to help. We provide expert, personalised support to anyone with multiple sclerosis (MS) or neurological conditions.

While the NDIS provides freedom of choice for many living with MS, it has left many people feeling somewhat confused and many in our community aren't eligible.

We are located throughout Queensland, providing clarity and direction to help you navigate the range of supports available to you.

Understanding that everyone is different, our staff provide local, expert advice to enhance and support self-management, choice and overall health and wellbeing all tailored to your needs.

If you're unsure about how to maximise the support you're eligible for, or even what services are most applicable to your circumstances and goals, speak to our NeuroAssist team and we will support you to get the best service provided to you in your local area.

We're here to help

Contact us to discuss your needs today.

📞 1800 177 591

✉️ info@msqld.org.au

🌐 msqld.org.au

Our team is passionate about our cause and embrace our values of **respect**, **community**, **commitment** and **collaboration** in their roles every day.



Respect

With integrity always



Community

Connecting with shared purpose



Commitment

Giving it your all



Collaboration

Together unleashing potential



Scan with your phone camera for more information!

Our team provides care and support across Queensland and via telehealth as well.

Visit msqld.org.au/services-support to find out where your local Wellbeing Centre, Support Coordinator or Physiotherapy Service is located today.

Services and support

We are the only Queensland provider with specialised services dedicated to supporting people with MS. We tailor our services to offer caring, coordinated and high quality outcomes to people living with MS and other progressive neurological diseases.



Accommodation

We provide specialised, quality individualised personal care and support in NDIS approved independent homes.

MS Queensland partners with a reputable tenancy service to manage our properties. We provide a cost-effective on-call concierge service allowing our residents to live as independently as possible, while having access to the supports they need, when they need them.

Employment Support Services

Our MS Employment Support Service is specifically designed for people living with MS, to help you succeed at work, whether it be assisting you to maintain your current job or to find new employment.

Our employment consultants can meet you virtually, in your home, or at one of MS Queensland's Wellbeing Centres or office locations.

Please contact our NeuroAssist Infoline to find out how you can access this service from regional locations.

Call us 1800 177 591



MS Support Groups

A number of community support groups operate across Queensland offering localised self-help, friendship and support for people living with MS and their family and carers. Support groups are a great way to build confidence, learn about and share MS.



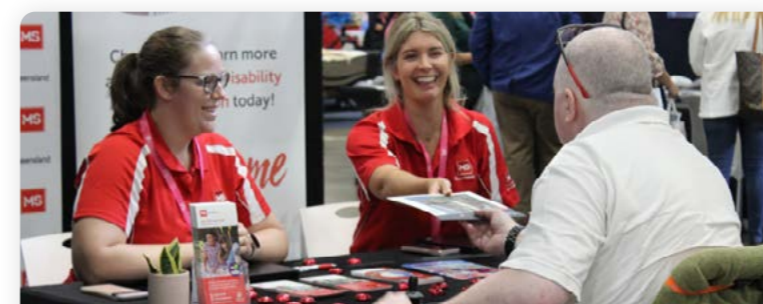
NeuroAssist Infoline

Your one-stop-shop for information and support for you, your family and carers. Our friendly team provides a comprehensive source of advice over the phone about your condition and someone to talk to that understands your individual journey.

Physiotherapy

Our Physiotherapy team offer a range of services across Queensland including face-to-face physiotherapy sessions at our Wellbeing Centres or in your home, virtual physiotherapy sessions through Telehealth, bespoke early intervention and MS symptom management programs as well as National Disability Insurance Scheme (NDIS) access reports.

Living with MS or a progressive neurological condition is complex, contacting our physiotherapy team is simple. For further information regarding any of the above, contact physio.support@msqld.org.au or 1800 177 591.



Support Coordination

Our experienced state-wide support coordination team, known as SparkNeurocare (an initiative of MS Queensland and MND & Me), supports customers with NDIS support coordination funding to navigate and implement funded support in their NDIS plan.

This team have the expertise and localised knowledge to support you on your NDIS journey.



Nursing

We have a clinical nurse available to support you on your MS journey.

To hear more about this service, contact the NeuroAssist team on 1800 177 591.

Getting involved

Fundraising is a great way to get involved with our MS community, connect with like-minded people and raise funds towards our vision of a world free from MS and its devastating impact.



Host your own fundraiser

You and your family and friends can join in on any of these events or run your own event!

Whether that's a sausage sizzle, bake sale, cocktail party or taking part in events such as Bridge to Brisbane.



Lotteries

Our MS Limited Edition and MS Club Draw provide some of the most exclusive, best odds luxury car lotteries in Australia and raise over \$1.5 million for MS Queensland annually. Buying a lottery ticket is a great way to support MS Queensland - you can even sign up to receive tickets in every draw!



Become a regular giver

By making a monthly donation to MS Queensland, you can ensure more people access the support, care and information they need, every month, to live their best life – no matter where they live, or at what stage of their MS journey.

To find out more email hello@msqld.org.au or call 1800 841 922.



A gift in your will

By leaving a gift in your Will, you can help guarantee a strong future for MS Queensland so that no one has to face MS alone.

Your Will is an opportunity to ensure your beliefs and values continue long into the future, bringing comfort and hope to the men and women whose lives will be forever changed by MS.

To find out more email bequests@msqld.org.au or call 1800 841 922.



Corporate partnerships

We're excited to build mutually beneficial partnerships with value-aligned businesses and community groups. Through a partnership with MS Queensland, we can help organisations achieve their business and philanthropic objectives whilst you make an impact to those living with MS.

To find out more, email hello@msqld.org.au or call 1800 841 922.



Volunteer

You can help support thousands of Queenslanders currently living with MS by joining our amazing volunteer community. We welcome volunteers of all ages and backgrounds with a range of valuable skills and abilities. Enthusiasm and a willingness to make a difference are the only qualifications you need!

To find out more, email hello@msqld.org.au or call 1800 841 922.



Our promise to you

We are committed to exceeding our customers expectations. Our staff abide by the NDIS Quality & Safeguards Commission Practice Standards & quality indicators to ensure your wellbeing is at the centre of everything we do.

Your rights

You have the right to:

- be treated with dignity and respect;
- make decisions about your supports;
- receive safe, inclusive, culturally appropriate services;
- have your information kept private;
- use an advocate;
- receive clear information;
- live free from abuse, neglect and discrimination; and
- give feedback or complain without consequences.

Your responsibilities

You are responsible for:

- treating others respectfully;
- behaving safely and ensuring visitors do the same;
- following safety and manual-handling instructions;
- providing accurate information;
- managing pets safely;
- letting staff know if recording; and
- not hiring MSQ staff privately.

MSQ does not tolerate racism, sexism, harassment, aggression or discriminatory behaviour.

Staff capability and safety

MSQ staff are trained, qualified and hold the required clearances.

Customers and visitors must support staff safety by maintaining a safe environment and following instructions.

Privacy and your information

Personal information is collected to provide safe, effective supports. You may access your records, request corrections and manage consent. Information is stored securely under the Privacy Act and NDIS Practice Standards.

Service Agreement and Schedules of Service

The **Master Service Agreement (MSA)** explains terms, responsibilities, fees, privacy, safety and how services may change or end.

Each chosen service has its own **Schedule of Service (SOS)** explaining what is included, how supports are delivered and any limits.

How you receive service information

Information is provided when:

- you first contact us (services and eligibility);
- before services start (MSA and SOS);
- during intake and planning (goals, setup, safety);
- during service delivery (reviews and updates);
- when supports change or end; and
- when risks, incidents or emergencies

Conflicts of interest

You may choose any provider at any time. MSQ declares and manages conflicts of interest and provides unbiased options.

Safety, risk and incidents

MSQ identifies and manages risks, responds to concerns, records incidents and reports serious incidents to the NDIS Commission when required.

You may leave any situation where you feel unsafe.

Emergencies and disasters

Supports may change during emergencies.

MSQ will communicate through agreed channels and prioritise essential needs and safety.

Access to your records

You may request your information by:

- emailing msqldfeedback@msqld.org.au;
- or
- writing to *The Privacy Officer, Locked Bag 7, Milton QLD 4064.*

Costs and cancellations

Fees follow the NDIS Pricing Arrangements.

Your MSA and SOS outline costs, travel charges, non-direct supports, cancellation rules and any out-of-pocket expenses.

You remain responsible for payment of services.

Feedback, compliments and complaints

You can provide feedback:

- 07 3840 0888 | 1800 177 591 (NeuroAssist);
- msqldfeedback@msqld.org.au;
- Locked Bag 7, Milton QLD 4064.

Anonymous reports:

Stopline -

msqld.stoplinereport.com | 1300 30 45 50

NDIS complaints:

NDIS Quality and Safeguards Commission -
1800 035 544

Complaints do not affect your access to services.

Advocacy

You may contact independent advocacy services at any time to support decision-making or complaints.

NDIS Quality and Safeguards Commission:

<https://www.ndiscommission.gov.au/complaints>

For further detail please refer to:

[Feedback & Complaints - MS Queensland](#)



Queensland

**For more information
please contact:**

 **1800 177 591**

 **info@msqld.org.au**

 **msqld.org.au**

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