

- Fieldworkers can help you with safety planning, as we do not provide an emergency or crisis service.

## Giving feedback

MDANZ wants to provide the best possible service to its members. We welcome all feedback as it helps us improve the work we do.

We randomly survey members and you may be invited to complete a survey to let us know about your experience.

You have specific rights when using this service. You can find out more about these rights at [www.hdc.org.nz](http://www.hdc.org.nz). If you think your rights have been breached you can also contact an independent Health and Disability Advocate:

Free phone: 0800 555 050

Email: [advocacy@hdc.org.nz](mailto:advocacy@hdc.org.nz)

Or, to give feedback at any time, just contact our National Office on 0800 800 337 or email us at [info@mda.org.nz](mailto:info@mda.org.nz).

Your fieldworker is:



## Fieldworker Service

Contact us to find out more about services we offer, neuromuscular conditions we cover, and to sign up to become a member and benefit from our fieldworker service.

e [info@mda.org.nz](mailto:info@mda.org.nz)

t 0800 800 337

w [mda.org.nz](http://mda.org.nz)



Muscular Dystrophy  
New Zealand



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## About us

The Muscular Dystrophy Association of New Zealand, commonly known as MDANZ, has four regional branches based throughout the country, which are supported by the National Office based in Auckland. Our unique governance structure ensures leadership of the organisation by individuals with lived experience of a neuromuscular condition. We are a charitable organisation and rely on grants and donations to continue our work.

## What we do

We promote freedom of choice and support individuals, families and whānau, by providing specialist information, facilitating service access, providing resources, and creating social networking opportunities for rare neuromuscular conditions. We also facilitate research and work with clinicians and researchers to improve care standards, and link New Zealanders with clinical trials and treatment opportunities.

Collectively, with our branches, MDANZ provides a free, nationwide fieldworker service, funding for counselling and a range of other benefits for our members. Only members affected by a neuromuscular condition covered by the MDANZ can access the free, professional, fieldworker service.

You can become a member by contacting your local branch or the National Office.



## What does a fieldworker do?

A fieldworker works in the community to provide personalised support and education, in the area of neuromuscular conditions.

Personalised support may include supporting through diagnosis, walking alongside during times of grief and change, offering information and advice about conditions, facilitating service access through referrals or advocacy, or reducing isolation by linking people to others with shared experience.

Community education may include talking with teachers, health professionals or disability support staff to improve their understanding of rare, progressive neuromuscular conditions, which enables them to provide even better services and supports for our members.

## What can I expect when working with a fieldworker?

Fieldworkers are based at a regional branch either in Auckland, Wellington, Christchurch or Dunedin. They may visit different parts of their region only once or twice a year. They will visit you at home or at another convenient place in your community. They also keep in touch by phone, email or Skype.

Our fieldworkers have training in a health related field. They work within a practice framework and maintain professional standards of practice. You can expect them to work alongside you, get to know your personal strengths, needs and goals, and facilitate access to further supports, services or resources as you need them.

All information you share with the fieldworker is confidential. You are welcome to have support when meeting with one of our fieldworkers.

## Things you need to know

- For you to get the best from this service it's important that you feel comfortable, are able to exchange information freely and understand the written information which you receive.
- Please let us know how we can best meet your needs (e.g. if you use sign language, want information provided in a certain format, or need an interpreter).