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# The NESS rights and responsibilities



The Epilepsy Smart Australia Program (ESAP) strives to provide effective epilepsy information and support, education and research.

Our National Epilepsy Support Service (NESS) is available to individuals, family members, friends and professionals irrespective of age, gender, sexual preference, ethnicity, disability, socio-economic circumstances, religious beliefs or political affiliation.



The staff code of conduct is one of the ways we put our values into practice. It is built around the recognition that everything we do in connection with our work will be measured against the highest standards of ethical conduct. Our commitment to these standards helps us recruit highly capable people, build services and attract loyal supporters.

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## Your rights and responsibilities

Understanding your rights and responsibilities as a client of NESS is central to sustaining a good relationship between you and our staff.

### As a client, you have a right to:

1. be treated in a professional, courteous and caring manner
2. be contacted in a timely manner. If we need to change or cancel a time to meet with you we will make every attempt to contact you well before the meeting time
3. access the services of a qualified interpreter where required
4. experience a safe environment free from abuse when attending any of our services, groups or education sessions. We have a duty of care and incidents may be reported to government where there are compliance requirements
5. decline referrals suggested by NESS staff to other services and health professionals
6. access to your personal file/record except where such access is prohibited by law
7. provide feedback to staff in a respectful manner and request another staff member if unhappy with the service. A complaint can be made directly to staff, their manager, via phone or email to [feedback@epilepsyfoundation.org.au](mailto:feedback@epilepsyfoundation.org.au)

You have a right to expect that your complaint will be investigated appropriately, in confidence and without bias.

If resolution of your complaint is not achieved via the NESS Complaint Procedure or you are not comfortable to raise the concern with us first, you have other avenues for resolution that you may contact.

Details can be found on page 3 of this document.

8. apply to the Australian Human Rights Commission if you believe your rights have been breached:

**Telephone:** 1300 656 419

**Email:** [www.humanrights.gov.au/complaints/make-complaint](http://www.humanrights.gov.au/complaints/make-complaint)

**Website:** [www.humanrights.gov.au](http://www.humanrights.gov.au)

### As a client of NESS, you have a responsibility to:

1. be respectful of others, including volunteers and clients of ESAP
2. be respectful of NESS staff
3. attend the service in a fit state (not under the influence of illicit drugs or alcohol)
4. inform our staff if you are aware of any risks to them in the course of their work with you
5. maintain confidentiality regarding information about other clients, staff or participants in groups or programs conducted by ESAP
6. provide accurate and up-to-date information about yourself in order to receive the best possible epilepsy support
7. make every attempt to contact staff if you are unable to attend your appointment at the agreed time
8. pay any fees as agreed to with staff in the manner that was agreed to, either before or after the end of your appointment, group program or education session, as required
9. let NESS know if you are unhappy with the service so we can support you and improve it for everybody. You can speak with or write to the relevant staff member or contact their manager via the contact details provided below.

ESAP may withdraw access to our services from clients who do not uphold their responsibilities.

## How can I find out more?

If you are interested in learning more about your rights and responsibilities or would like to view relevant policies and procedures, please get in touch with NESS on:

**Phone:** 1300 761 487

**Email:** [support@epilepsysmart.org.au](mailto:support@epilepsysmart.org.au)  
or [feedback@epilepsyfoundation.org.au](mailto:feedback@epilepsyfoundation.org.au)

**Website:** <https://epilepsysmart.org.au>

## Making a complaint

You have a right to expect that your complaint will be investigated appropriately, in confidence and without bias. If a resolution of your complaint is not achieved via the NESS Complaint Procedure, or if you are not comfortable to raise the concern with us first, you have other avenues for resolution that you may contact.

Details of these organisations are below:

- **Australian Human Rights Commission**  
Telephone: 1300 656 419  
Email: [www.humanrights.gov.au/complaints/make-complaint](http://www.humanrights.gov.au/complaints/make-complaint)  
Website: [www.humanrights.gov.au](http://www.humanrights.gov.au)
- **NDIS Commission**  
(For those purchasing supports with NDIS funds)  
Telephone: 1800 035 544  
TTY: 133 677 (Interpreters can be arranged)  
National Relay Service: ask for 1800 035 544  
Website: <https://www.ndiscommission.gov.au/document/806>

If you would like to read the Epilepsy Smart Australia privacy policy, it can be found here:

[www.epilepsysmart.org.au/terms-and-privacy/](http://www.epilepsysmart.org.au/terms-and-privacy/)

## Epilepsy support

The National Epilepsy Support Service (NESS) is available Mon – Sat, 9:00am – 7:00pm (AEST) to provide support and information across Australia. Phone: 1300 761 487.  
Email: [support@epilepsysmart.org.au](mailto:support@epilepsysmart.org.au)

## Lived experience

We recognise all people living with epilepsy and the impact it has on their lives. We take a moment to acknowledge the lived experience they have shared with us. In sharing their stories, we acknowledge the strength and resilience people living with epilepsy have shown in the face of not getting a fair go.

## A medical note

**The information contained in this publication provides general information about epilepsy. It does not provide specific advice. Specific health and medical advice should always be obtained from a qualified health professional.**

**Epilepsy Smart Australia Program**

**National Epilepsy Support Service** 1300 761 487

**Website** [epilepsysmart.org.au](http://epilepsysmart.org.au)



**Australian Government**  
**Department of Health**

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