



Asbestos Disease  
Support Society

## User Rights and Responsibilities

ADSS is a member based, not for profit charity that provides primarily a telephone support service for people with an asbestos related disease, their family and or carers. In providing this service ADSS staff work within a Code of Conduct and their professional Code of Ethics. We aim to provide a service that promotes the privacy, dignity, self-esteem and independence of our community members. You have the right to be treated with respect at all times.

All new referrals to ADSS will be assessed by our Services Support Officer or in her absence the Chief Executive Officer. In consultation with the person or their carer the needs of the sufferer will be determined and a program of assistance will be implemented.

Only financial members of ADSS are entitled to a home assessment and assistance with energy conservation. This service is provided by DOTS Occupational Therapy Services. Referrals to this service are on a needs basis. ADSS, with the member's consent, make a referral to DOTS who will arrange for an Occupational Therapist to contact the member and arrange a suitable time to visit.

Once the assessment is completed a report is provided to ADSS who will discuss the recommendations with you. With your consent this document will also be sent to your treating GP. In some cases, follow up appointments can be authorised with ADSS. Should the OT identify needs outside of our scope, you may self-fund the services or the Support Officer can work with you to find alternative means of funding that may assist you.

ADSS also has an arrangement with the University of Queensland Dietetics Clinics. Once again based on need, members who require advice on nutrition and diet are able to either visit a clinic or have a telephone consultation through the clinic. ADSS sends the clinic a referral and they contact you and arrange an agreeable time. This clinic does utilise students who are overseen by a Lecturer to ensure the quality of advice. The advice is in line with the nutritional advice guidelines developed by UQ in conjunction with ADSS.

Both assessments can take up to two hours each.

The Services Support Officer can also advise you on any other services that may be appropriate to your needs.

Primarily their role is one of support. In some case this support may be supplemented by a volunteer who will keep in contact to see how you are going. Should there be a change in your condition or your needs then you will be referred to the Services Support Officer.

ADSS also works in conjunction with a Privacy Policy and a Complaints Policy both of which are available at [www.adss.org.au](http://www.adss.org.au)

ADSS aims to have face to face contact with our members at least once a year via morning teas that are held across our area of coverage. However due to the size of the area that ADSS covers this is not always physically possible. The aim of these morning teas is to assist members to create their own networks and diminish the sense of isolation that some people may be feeling.

## User Rights and Responsibilities

We also hold a Symposium in Brisbane once every two years to update people on the latest medical research. This will be soon extended to the Northern Territory.

As victims of asbestos exposure many of our members will potentially have a legal claim. On this basis the ADSS Board has appointed Turner Freeman Lawyers to assist our members with a free consultation to determine whether they have a claim or not. Any ongoing relationship is between the member and their lawyer.

Some members choose to utilise another law firm and we respect the right of people to do so, this does not affect any other services provided to you.

From time to time we find that members may experience a need for financial assistance whilst their legal claim is being finalised. This may be for equipment, travel of their partner to medical appointments or any manner of necessary things. In these instances, ADSS may be able to assist with a welfare loan. A form is required to be signed ensuring that the money is paid back to the ADSS upon the finalisation of your legal claim.

ADSS communicates with our members through a quarterly newsletter that is posted to you, this is where you will find event information, research advice and commentary on what ADSS has been up to.

ADSS ethos is for our members stay at home as long as possible and as independent as long as possible. Staff and our health providers care about our members and we would therefore ask that you treat them with respect at all times.

13 June 2017