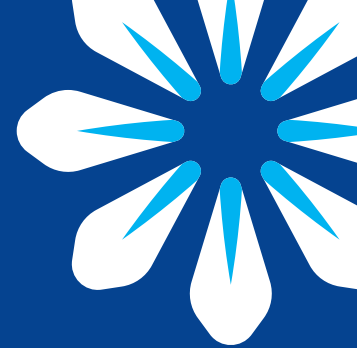


Motor Neurone Disease Support Service



**Free navigation and support service for people with MND
and their loved ones**

Here for you and your loved ones

A diagnosis of motor neurone disease (MND) can feel overwhelming. You, your family, and everyone close to you will need time to adjust. Living with MND is extremely challenging.

But with strong community and specialist support, many people maintain some independence for a significant part of the condition's course, and experience a quality of life they may not have imagined possible at the time of diagnosis.

The support service

Motor Neurone Disease NZ (MND NZ) is a charity that employs support advisors to provide a free, specialised support and advisory service across New Zealand.

We work alongside your healthcare team to improve outcomes and help you remain independent for as long as possible. This is not an emergency service and we're not part of any Te Whatu Ora region.

Support advisors work to standards of practice developed and monitored by MND NZ and the Health and Disability Commissioner's Code of Rights. Your relationship with the support service is a professional and confidential one.

Here to help make time count

Make contact early on. Some people hesitate to accept help and advice, questioning its value if the condition cannot be cured. But much can be done to manage the symptoms and difficulties experienced. Don't wait until things have become difficult before you accept help.

You are welcome to have support people with you when meeting with your support advisor, and to arrange a place to meet that suits you best. It is important that you feel you are able to exchange information freely, and that you understand the information you receive.

Your support advisor will help you access the appropriate care to manage your symptoms, so you can live your life as fully as possible.

Health professionals

Support advisors work with health care professionals involved in your care, from multidisciplinary teams of physiotherapists, dietitians, occupational therapists, speech language therapists, and community nurses across New Zealand. This may be providing an educational talk, providing information and best practice guidance on your care and support, or facilitating communication.



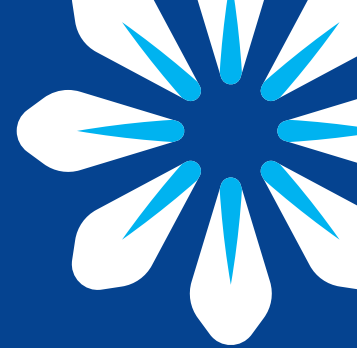
**Motor Neurone
Disease NZ**

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REGISTERED CHARITY CC60169

mnd.org.nz

Motor Neurone Disease NZ is a charity built on the ethos of helping people affected by MND - it's the cornerstone of all that we do. If you or a loved one has MND, we're here for you.



Your rights and responsibilities

To provide you with the best support and care, your support advisor will need to collect and exchange information about your health and support needs with the health professionals and agencies involved in your care.

Protecting your privacy is our priority. Your information is kept secure and confidential. You have the right to access and request corrections to the information we hold about you. Read more:

mnd.org.nz/privacy-policy

You have the right to be an active partner in planning your care and managing your illness. It's important to stay informed, participate in treatment decisions, and communicate openly with your doctor and others involved in your care. We also ask that you respect the rights and privacy of others, including your support advisor.

Feedback

We are dedicated to providing quality support and reliable information. To share feedback or make a complaint, please contact the MND NZ Support Services Manager by email at support@mnd.org.nz, or call **0800 444 474**.

MND NZ national office

Freephone. 0800 444474

Email. support@mnd.org.nz

Web. mnd.org.nz
(Scan the QR code to visit website)



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How can we support you?

We are here to travel with you on your journey with MND. Support advisors build caring and supportive relationships through face-to-face meetings, phone calls, text messages, email, and video calls.

Here's how we can help:

Listen to you: We take the time to understand your needs and concerns.

Ongoing support: We are here from diagnosis throughout the progression of your condition.

Provide information: We help you understand information so you can apply it to your individual situation.

Navigate the health system: We help you to understand the health system and identify and access services as you need them.

Liaise with care providers: We work with health care agencies to ensure you receive timely and appropriate services.

Promote communication: We help facilitate cooperation between you and the individuals and agencies involved in your care.

Support your health professionals: We provide information to those involved in your care.

Attend appointments: When possible, we can accompany you to appointments if you wish.

Our team of compassionate support advisors provide personalised support and advocacy to people with MND and their whānau across Aotearoa New Zealand.

This service is provided free of charge, and made possible through donations.

Health professionals

To refer a patient or request guidance or information, contact your closest support advisor or the MND NZ national office.