

What you need to know.

What you can expect from us, what we can expect from you, feedback and involvement with Mind.



We'd like to let you know how Mind works, so you can have agency over your stay.

This booklet includes information on:

- **how we protect your privacy**
- **your rights and what you can expect from us**
- **what we expect from you**
- **how you can give feedback or make a complaint**
- **how you can have a voice in the organisation.**

Your information belongs to you

When you stay at The Peer Healing Space we'll need some basic information. This will mostly be:

- your name
- your contact details
- your family, carer, or support person's contact details
- some information about what you need to feel safe enough with us
- some information about how you want to spend your time with us.

Consent is important

We promote consent in all aspects of peoples' stay at The Peer Healing Space. This extends to what information you share with us - or what you don't - and how it is recorded.

We take all reasonable steps to make sure your information is accurate, up to date, and secure. Mind has strict policies about who gets to see and use your information. Our Peer team member treat this with the strictest confidence.

Sharing

We only provide your information to another organisation or group if it's relevant to your care and you give permission to do so.

The only other time we'll do this is if we are legally required to (like in a medical emergency or concern regarding harm to you or someone else).

Trust

Sometimes we use your information for research and planning to improve our services. When we do this, we never give out your personal details (like your phone number or name). That's always between you and your peer.

Access

We co-author all notes and you have the right to view and change your information. Additionally, you can:

- get access to your file
- add any comments or notes
- add corrections (if something is missing or we got something wrong).

Sometimes we might not be able to give you access to your file straight away, but we'll let you know why if that's the case.

Your rights

When we work together, you have the right to:

- high quality services
- have your personal information treated confidentially and privately
- safety, support, respect and courtesy from our Peer team members
- make choices about how we will support you
- make choices about who else should be involved (like family, a carer or community member)
- give feedback (or make a complaint)
- stop receiving Mind services when you want.

What we expect from you includes:

- treating all Mind Peer team member and clients with respect
- being active in your recovery journey
- paying any expenses involved
- let us know when you're coming and going
- sticking to the service rules.

Remember that we're also a smoke-free service. You can't legally smoke within six metres of our entries or exits.

Feedback

We're always trying to do things better at Mind, which is why we appreciate feedback about our services about what's working, what isn't and what could be better.

This might even include making a complaint. If you want to make a complaint, you can do this by:

- speaking to a Mind service manager or Peer team member
- asking someone you trust to tell us for you
- calling the Mind Privacy, Feedback and Complaints line on 1300 286 463
- emailing feedback@mindaustralia.org.au
- sending a letter to:

Privacy, Feedback and Complaints Officer

Mind Australia Limited

PO Box 5107 Burnley VIC 3121

When making a complaint, it's important that you explain the problem and how you'd like it resolved.

One of our Peer team members will speak directly with you about your complaint (we can arrange an interpreter if you need one). We'll always inform you about the outcome of your complaint.

If you make a complaint, we'll aim to resolve this for you promptly (within four weeks).

Again, no matter what, we always respect your right to privacy and will ensure you won't be treated unfairly or penalised for raising any issues of concern.

Your voice

We want your input on the bigger picture too. The lived experience of clients, family members and carers is important to us.

There are lots of ways you can tell us what you think - such as being part of workshops, surveys, committees and reference groups. Keen to join? Just ask one of our Peer team member or email participation@mindaustralia.org.au.

What is The Peer Healing Space?

The Peer Healing Space is a short-term home-like accommodation, providing peer support to people experiencing distress and mental health challenges.

It is an alternative to acute hospital-based support, with a strong focus on human rights.

We invite you to engage with the community over a three week stay, to heal in your own way.

A mutual community

At The Peer Healing Space, we all contribute. This could mean:

- cooking meals
- participating in groups
- connecting with others
- sharing ideas
- sharing our journeys.

To support this, we ask that:

- you do not bring substances on to the site, or use substances while contributing to the community
- respect and connect with others in ways that mean we all feel safe.

Connecting with peers

We would love to see you at least once a day, even for a shared meal.

Ideally this is in person, but we understand if it needs to be via phone or text occasionally.

Connection to self

We recognise that The Peer Healing Space guests may have experienced deprivation of their dignity, agency, liberty, and rights, resulting in harm and trauma. As such, activities offered at The Peer Healing Space will be designed to support guests to connect or reconnect with their own self, body and agency. This may include art, physical movement, meditation and recreational activities. We will also support guests to take the time to rest, should they choose to do so.

Connection to Peer team

A dedicated Lived Experience workforce will hold space for people experiencing distress to sit with and move through their experiences in ways meaningful to them.

Peer team members will support guests both individually and in groups, utilising evidence-informed approaches such as IPS, Hearing Voices, Alt2Su and Intersectional Practice.

Connection to other guests – Our ‘Tide’ Model

Many people experiencing distress become isolated and crave connection and validation. Our Tide extended community model was developed for The Peer Healing Space by Mind’s Lived Experience Division, and is aligned with Connection and Community, based on the concept that relationships ebb and flow but are central to healing.

Group topics will be chosen by guests, facilitating spaces for mutual aid to grow and thrive. Participation in Tide is voluntary, but will be encouraged as part of the guest’s healing journey.

Connection to outside supports

We will offer guests connection mapping to identify the types of support they may have or need, and opportunities for support through connection. We will look for ways that a person’s friends, family and local community can be involved in supporting them through and beyond challenging times – see ‘Involvement of families, carers and supports’ below.

We will also work with guests to explore their local service system and provide them with opportunities to connect or re-connect with supports in their local community.

Connection to culture

We understand the importance and strengths that spirituality, culture and connection to Country bring to healing. Guests will be free to express their cultural identity and to centre culture in their journey at The Peer Healing Space. For example, this may involve taking part in collective activities such as cooking

meals together, as nourishment through food is an element of healing. We will also offer to assist guests in connecting with cultural-specific supports and groups in their local communities.

We will intentionally co-produce the implementation of non-dominant healing alternatives to western systems at The Peer Healing Space by tapping into place-based wisdom of existing community. This will include identity-affirming avenues of community support that promote agency and meaningful engagement.

We recognise that the holistic and whole-of-life definition of health held by First Nations people encompasses not only physical and mental health, but also an individual’s connection to land, waterways, culture, spirituality, family and community. We will work in partnership with Wathaurong Aboriginal Cooperative to embed social and emotional wellbeing practices into our approach at The Peer Healing Space.

Connection to environment

We recognise that the natural and built environment has a significant impact on wellbeing. We will use the outcomes of the Stage 2 Co-design Project to ensure the built environment and interiors of The Peer Healing Space are homelike, welcoming and culturally responsive. Activities such as spending time in the garden or taking a walk will assist guests to connect with their environment and promote healing.

After hours

Peers and Lived Experience team Leaders provide support 24/7 and are active overnight.

During the evenings there are less Peer team member on site, so Peers operate at a reduced capacity supporting people as able to during the night hours.

Activities provided by Peer team members vs activities provided by in-reaching workers

In circumstances where preferred activities cannot be undertaken by Peer Healing Space team members, we will seek to engage providers to deliver relevant supports (noting this will require us to proactively build an understanding of the Peer Healing Space model with these providers).

This support will most likely be provided off-site, particularly in the case of clinical services, but we will seek to support the guest preferences wherever possible.

Involvement of families, carers and supports of the guest's choice

- We will ensure guests are supported (if they wish) to further develop relational healing opportunities with their family or loved ones, kin, carers, and/or supporters. With the guest's consent, we will involve these natural supports in discussions regarding the support the guest is receiving at the LERS.
- We can also support families and carers of guests to connect with their local Mental Health and Wellbeing Connect service for further support where required.

Off-site support

Peers have access to a service vehicle for supporting guests off site as needed.

As there are relatively few service vehicles, support off site needs to be negotiated mutually with the Peer team member and other guests to ensure equitable access and adequate Peer team members are on site across the day.

Asking a question or making a complaint

If you have a question regarding the privacy of your personal or health information or a complaint directed at Mind, you can contact:

Mind Privacy, Feedback and Complaints Officer
Mind Australia Limited
Building 8, Level 3, 584 Swan Street
PO Box 5107 | Burnley VIC 3121
e feedback@mindaustralia.org.au
t 1300 286 463

In Victoria you can also contact:

Mental Health and Wellbeing Commission
e help@mhwc.vic.gov.au
t 1800 246 054

Office of the Public Advocate
t 1300 309 337

Homeless Advocacy Service
e has@chp.org.au
t 1800 066 256

Victoria Mental Illness Awareness Council (VMIAAC)
e info@vmiac.org.au
t (03) 9380 3900

Tandem – representing Victorian mental health carers
e admin@tandemcarers.org.au
t (03) 8803 5555

Disability Services Commissioner
e complaints@odsc.vic.gov.au
t 1800 667 342

In South Australia you can contact:

Health and Community Services Complaints
Commissioner
e info@hcsc.sa.gov.au
t 1800 232 007 (Regional SA)
t (08) 8226 8666 (Metro SA)

In Queensland you can contact:

Office of Health Ombudsman
e complaints@oho.qld.gov.au
t 133 646

In Western Australia you can contact:

Health and Disability Services Complaints Office
(HaDSCO)
e mail@hadsco.wa.gov.au
t 1800 813 583
t 08 6551 7600 (Complaints and enquiries line)

Nationally, you can contact:

Office of the Australian Information Commissioner
e enquiries@oaic.gov.au
t 1300 363 992

For NDIS participants

If you are an NDIS participant and are unhappy with the service you have been receiving and believe that Mind has not resolved your concerns, you can make a complaint to the NDIS Quality and Safeguards Commission – phone 1800 035 544 or complete a complaint contact form available at ndiscommission.gov.au

If there are problems with your NDIS plan or funding, phone 1800 800 110 or complete a complaints form available at ndis.gov.au

Mind acknowledges that Aboriginal and Torres Strait Islander peoples are the Traditional Custodians of the lands on which we work and we pay our respects to Elders past and present. We recognise the intergenerational impact of the history of invasion, dispossession and colonisation and are committed to the recognition, respect, inclusion and wellbeing of Australia's First Peoples.

Mind values the experience and contribution of people from all cultures, genders, sexualities, bodies, abilities, spiritualities, ages and backgrounds. We are committed to inclusion for all our clients, families and carers, employees and volunteers.



Registered NDIS provider

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