

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 get the most out of our services and support.

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 – it's private

When you become a Mind client, we'll need some information from you. Mostly, this will be:

- your name
- your contact details
- your family, carer or support person's contact details
- some information about your health and wellbeing.

This will help ensure we deliver you the best possible service. **We'll keep all your information** in a personal file – **privately and safely.**

Your rights - always

It's **your right** not to share some information if you don't want to, but the more you share with us, the better we can support you.

Information security

We take all reasonable steps to make sure your information is **accurate, up-to-date, and kept secure.**

Mind has strict policies about who gets to see and use your information. Our staff treat this with the strictest confidence.

Sharing

We only provide your information to another organisation or group **if you say it's ok** (and if it is relevant to your care).

The only other time we'll do this is if we have to by law (like in a medical emergency or if there is a 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 worker.

Access

You have **the right to view and change** your information. 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.

General information from Mind

You will be invited to receive things like newsletters and event invitations from us.

Sometimes we ask another company to send these out (but they never have access to the private information in your file).

Questions?

Need more information from us? Ask us – our contact details are at the end of this booklet.

Working together

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 staff
- make choices about how we will support you
- make choices about who else should be involved (like family, a carer or a community member)
- give feedback (or make a complaint)
- stop receiving Mind services when you want.

What **we expect from you** includes:

- treating all Mind staff and clients with respect
- being active in your recovery journey
- paying any expenses involved
- providing notice to us if you want to leave the service
- 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 from clients, families and carers or anybody on behalf of clients – about what's working, what isn't and what could be better. This might even include making a complaint, too. If you want to make a complaint, you can do this by:

- speaking to a Mind service manager or staff member
- asking someone you trust to tell us for you
- calling the Mind Privacy, Feedback and Complaints line on 1300 286 463
- sending us an email at feedback@mindaustralia.org.au
- writing us a letter:
Privacy, Feedback and Complaints Officer
Mind Australia Limited
PO Box 592
Heidelberg VIC 3084

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

One of our staff 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 too.

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 to 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 staff or email: participation@mindaustralia.org.au

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
86–92 Mount Street
Heidelberg VIC 3084
e feedback@mindaustralia.org.au
t 1300 286 463

In Victoria you can also contact:

Mental Health Complaints Commissioner
e help@mhcc.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 (VMIAC)
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

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

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 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

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, present and emerging. 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

Mind Australia Limited ABN 22 005 063 589

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