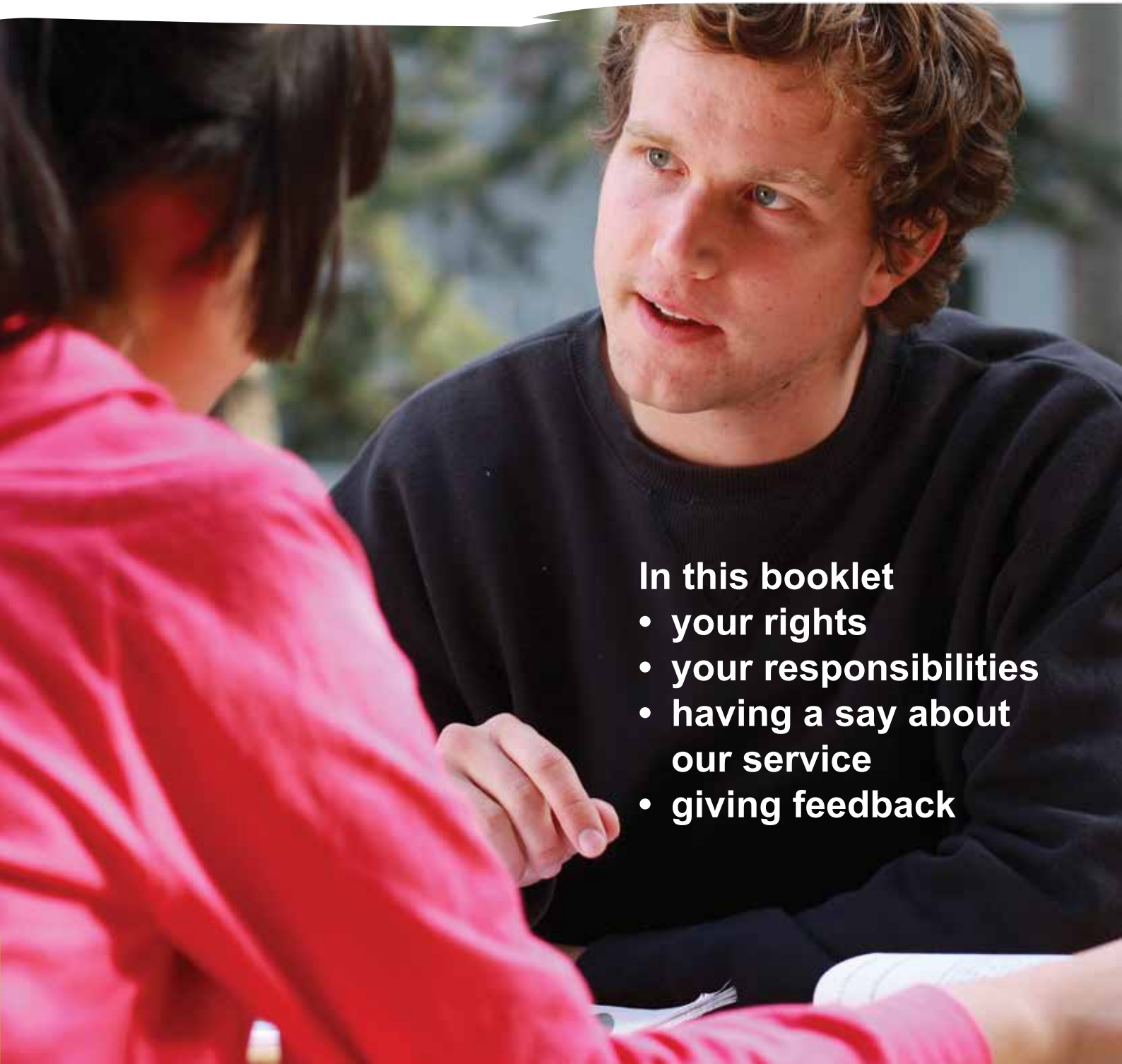


What you need to know.

Easy English



In this booklet

- **your rights**
- **your responsibilities**
- **having a say about our service**
- **giving feedback**

Getting help from us at Mind



Do you need help to understand this booklet?

You can ask for an interpreter.

You can ask for a supporter like your friend or a family member to help you talk with us.

Your rights



- We will keep your information private and safe.



- We will only give your information to others if you say it's okay
- OR
- If you are being hurt, or planning to hurt yourself or someone else. The law says we must report this.



- To ask to see information we keep about you.
- To feel safe and be listened to.



- You will be treated with respect and talked to nicely.



- To choose the help you want from us.
- You can stop getting help from us at any time.



- You can complain if you are not happy with us.

Your responsibilities



- Tell us important things about you so we can help you.



- Treat us with respect and talk to us nicely.



- Follow the service rules.



- No smoking at our services.

Having a say about our service



- You can have your say about making Mind services better.



- There are lots of ways you can tell us what you think.

- You could speak up in a group or fill in a survey.




- If you want more information about this, you can email participation@mindaustralia.org.au.




- We will ask you if you want to us to send you information about things that are happening at Mind.

Giving feedback

You can make a complaint or give a compliment.

1.  Talk to your Mind worker.

OR

2.  Contact the Mind Privacy, Feedback and Complaints Officer by phone, email or letter.



Phone this number 1300 286 463

OR



Email feedback@mindaustralia.org.au

OR



Send a letter to
Mind Australia
PO Box 592
Heidelberg VIC 3084

You can make a complaint outside of Mind

Contact the Mental Health Complaints department in your state.



- South Australia - 08 8226 8666
- Victoria - 1800 246 054
- Queensland - 133 646
- Western Australia - 08 6551 7600

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