

# What you need to know.

## Easy Read



### 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
- 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](mailto: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](mailto:feedback@mindaustralia.org.au)

OR



Send a letter to  
Mind Australia  
PO Box 5107  
Burnley VIC 3121

## 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 - 1800 813 583 or 08 6551 7600

For NDIS services contact:

NDIS Quality and Safeguards Commission on 1800 035 544

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. Mind values the experience and contribution of people from all cultures, genders, sexualities, bodies, abilities, spiritualities, ages and backgrounds.



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