

Making a complaint about a public mental health service

Speaking up improves services for you and for other people.

Under the *Mental Health Act 2014 (the Act)*:

- you have the right to speak up or complain about a public mental health service
- you cannot be treated unfairly because you make a complaint to us.

The mental health principles state

'Aboriginal people receiving mental health services should have their distinct culture and identity recognised and responded to.'

How to speak up and make a complaint

Talk directly with the service

Every public mental health service must have a process to help you speak up and raise your concerns.

Who are we?

We are an independent, specialist complaints body created by the Act to help resolve complaints about Victorian public mental health services and to recommend improvements. We opened in July 2014.

Talk with us. We can:

- help you raise your concerns directly with the service
- work with you and the service to help resolve your concerns
- discuss other options, if we are unable to help.

What complaints can we help with?

We deal with complaints about public mental health services in Victoria. This includes publicly funded mental health community support services and NDIS (National Disability Insurance Scheme) funded mental health community support services.

We can help with complaints about your experience with a service, including accessing a service, treatment and care. If we can't help with your concerns, we will do our best to put you in touch with others who can.

Who can make a complaint?

People receiving public mental health services, families, carers, advocates, mental health workers and friends – any person who is genuinely concerned about someone's experience with a public mental health service in Victoria can make a complaint.

What happens if you aren't the consumer?

The Act allows us to accept complaints without the consumer's consent, if we are satisfied:

- there are special circumstances and
- accepting the complaint will not be detrimental to the consumer's wellbeing.

If you aren't the consumer, we can:

- contact the consumer to seek their consent
- discuss whether special circumstances may exist in your individual case
- help you explore other options for resolving your concerns.

**Anyone can contact us to discuss how we can help.
For more information on consent, visit
www.mhcc.vic.gov.au/consent**



Speak up. Your experience matters.

Call **1800 246 054**
free call from landlines

mhcc.vic.gov.au
help@mhcc.vic.gov.au



Search for 'Mental Health
Complaints Commissioner'

Mental Health Complaints Commissioner

Level 26, 570 Bourke Street
Melbourne Victoria 3000

T 03 9032 3328

F 03 9949 1506





Mental health principles

The Mental Health Complaints Commissioner (MHCC) was established under Victoria's *Mental Health Act 2014* (the Act).

The Act:

- places people experiencing mental illness at the centre of decision making about their treatment and care
- establishes robust safeguards and oversights to protect the rights, dignity and autonomy of people with mental illness.

The Act includes a set of mental health principles that services must uphold. These principles must also be upheld by any person performing any duty or function under the Act, including the MHCC.

The mental health principles state

'Aboriginal people receiving mental health services should have their distinct culture and identity recognised and responded to.'

If you feel that this principle, or any other principle under the Act has not been upheld for you or someone you care about, you have the right to make a complaint.

To make a complaint, you can contact the service directly, or contact the Mental Health Complaints Commissioner.

We are accessible

We receive and listen to complaints in any language through interpreters. We will arrange an interpreter at no cost to you when needed.

If you are Deaf or have hearing or speech support needs, please contact us through the National Relay Service or email us. We can arrange an appointment or Skype call with an interpreter at no cost to you.

Speak up. Your experience matters.

Call **1800 246 054**
free call from landlines

mhcc.vic.gov.au
help@mhcc.vic.gov.au



Search for 'Mental Health Complaints Commissioner'

Mental Health Complaints Commissioner

Level 26, 570 Bourke Street
Melbourne Victoria 3000

T 03 9032 3328

F 03 9949 1506

