



Your Privacy



your MENTAL HEALTH matters

PRIVACY

We will only collect information that is necessary to provide a service to you, this includes personal and health information.

WE USE YOUR INFORMATION TO:

- ✓ To provide you with the appropriate support and assistance
- ✓ So that we can provide a service to meet your needs
- ✓ So that we can make referrals to other agencies who may assist you
- ✓ For analysis so that we can help improve our services
- ✓ To maintain a record of your interaction with Mentis Assist

WHAT ELSE SHOULD I KNOW?

- ✓ If you feel your privacy has been breached, you can **lodge a complaint** with Mentis Assist, or with the Australian or Victorian Privacy Commissioners.
- ✓ **Help** is available if you need assistance with making your complaint
- ✓ You can access an **interpreter** if you need one
- ✓ You can be involved in our **Participant Advisory Group**
- ✓ Consequences of **unacceptable behaviour** may result in withdrawal of services or further action

ACCESS TO YOUR INFORMATION

- ✓ Your information is stored securely and confidentially
- ✓ You can decide who your information is shared with
- ✓ You can request to see your information and ask that errors be corrected

OTHER RESOURCES

- **Office of the Victorian Information Commissioner**
t: 1300 006 842
e: enquiries@ovic.vic.gov.au
- **NDIS Quality and Safeguards Commission**
t: 1800 035 544
w: ndiscommission.gov.au/about/complaints
- **Office of the Australian Information Commissioner**
t: 1300 363 992
w: oaic.gov.au

Mentis Assist supports, and is bound by, Victorian and Australian Privacy Legislation

For more information visit

Office of the Victorian Information Commissioner

w: ovic.vic.gov.au



23-25 Yuilles Road, Mornington 3931

t 1300 MENTIS (1300 636 847)

f 03 5970 5055

info@mentisassist.org.au

mentisassist.org.au



Mentis Assist acknowledges that we provide our services on the land of the Boon Wurrung people of the Kulin Nation.

The Boon Wurrung are the traditional owners and caretakers of these lands and we pay our respect to them.