



# Your Rights and Responsibilities

Registered  
NDIS Provider



*your* MENTAL HEALTH matters



## YOU HAVE A RIGHT TO

- ✓ **Feel safe and secure** when involved in all activities with staff and fellow clients
- ✓ Be treated with **dignity and respect** regardless of differences i.e. lifestyle choices, language, age, gender and culture
- ✓ **Privacy and confidentiality** (see Mentis Privacy and Confidentiality brochure)
- ✓ Have a person **speak on your behalf** (with your consent)
- ✓ Be given **information** that is accurate, timely and easy to understand
- ✓ **Make decisions** with your support worker about your support and actively work on your recovery goals
- ✓ **Withdraw** from the service or programs at any time
- ✓ Give **feedback** safely (see Mentis feedback brochure)
- ✓ Access your **information** and correct errors

## YOU HAVE A RESPONSIBILITY TO

- ✓ Respect the **rights, privacy and safety** of others
- ✓ Actively work alongside your support worker in identifying and achieving your recovery goals
- ✓ Refrain from **drug and alcohol** use during supported visits or outings

## WHAT ELSE SHOULD I KNOW?

- ✓ 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

## OTHER RESOURCES

- **Mental Health Complaints Commissioner**  
**t:** 1800 246 054  
**e:** [help@mhcc.vic.gov.au](mailto:help@mhcc.vic.gov.au)
- **NDIS Quality and Safeguards Commission**  
**t:** 1800 035 544  
**w:** [ndiscommission.gov.au/about/complaints](https://ndiscommission.gov.au/about/complaints)
- **Health Services Commissioner Victoria**  
**t:** 1300 582 113  
**e:** [hsc@health.vic.gov.au](mailto:hsc@health.vic.gov.au)
- **Privacy Victoria**  
**t:** 1300 666 444  
**e:** [enquiries@ovic.vic.gov.au](mailto:enquiries@ovic.vic.gov.au)
- **Mental Health Legal Centre**  
**t:** 03 9629 4422  
**e:** [mhlc@mhlc.org.au](mailto:mhlc@mhlc.org.au)
- **Victorian Equal Opportunity and Human Rights Commission**  
**t:** 1300 289 621  
**e:** [complaints@veohrc.vic.gov.au](mailto:complaints@veohrc.vic.gov.au)
- **Carers**  
Tandem (Representing Victorian Mental Health Carers)  
**w:** [tandemcarers.org.au](https://tandemcarers.org.au)

Mentis Assist supports and is bound by the Charter of Human Rights and Responsibilities Act 2006.

This Act sets out the basic rights, freedoms and responsibilities of all people in Victoria.

For more information, visit:

**Victoria's Charter of Human Rights and Responsibilities**

[vic.gov.au/law-justice/legal-rights-advice/human-rights.html](http://vic.gov.au/law-justice/legal-rights-advice/human-rights.html)



# FEEDBACK

Help us improve Mentis Assist services by giving us feedback on our services and programs.

This can be done by telephone, email, or via the Participant Advisory Group, Client/Carer Forums, individual feedback forms and satisfaction surveys.

We welcome compliments, comments and complaints.

**443 Nepean Highway, Frankston VIC 3199**

**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.