

## Your Rights and Responsibilities

### YOU HAVE A RIGHT TO

- ✓ **Feel safe and secure** when involved in any/all activities by 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, in order for you to make informed choices about your recovery
- ✓ **Make decisions** with your key worker about your support and actively work on your recovery goals
- ✓ Withdraw from the service or programs at any time
- ✓ Make complaints

### YOU HAVE A RESPONSIBILITY TO

- ✓ Respect the rights, privacy and safety of other service users and staff
- ✓ Actively participate in programs
- ✓ Work alongside your support worker in identifying and achieving your recovery goals
- ✓ Refrain from drug and alcohol use during supported visits or outings

**Consequences** of unacceptable or illegal behaviour may result in withdrawal of services or involvement of appropriate services.

## OTHERS RESOURCES

- **Mental Health Complaints Commissioner**  
1800 246 054  
[mhcc.vic.gov.au/mhccact.htm](http://mhcc.vic.gov.au/mhccact.htm)
- **Information on the Mental Health Act**  
[health.vic.gov.au/mental-health/practice-and-service-quality/mental-health-act-2014](http://health.vic.gov.au/mental-health/practice-and-service-quality/mental-health-act-2014)
- **Information on Rights and Freedoms**  
Australian Human Rights Commission  
1300 656 419  
[humanrights.gov.au](http://humanrights.gov.au)
- **Office of the Health Services Commissioner**  
1300 582 113  
[health.vic.gov.au/hsc](http://health.vic.gov.au/hsc)
- **Victorian Equal Opportunity and Human Rights Commission**  
[humanrightscommission.vic.gov.au](http://humanrightscommission.vic.gov.au)
- **Carers**  
Tandem (Representing Victorian Mental Health Carers)  
[tandemcarers.org.au](http://tandemcarers.org.au)
- **Translated Mental Health Information MHIMA (Mental Health in Multicultural Australia)**  
[mhima.org.au](http://mhima.org.au)
- **Universal Declaration of Human Rights**  
[un.org/en/universal-declaration-human-rights/index.html](http://un.org/en/universal-declaration-human-rights/index.html)
- **Carers Charter - Victorian Charter supporting people in care relationships 2010**  
[carersvictoria.org.au/web-assets/victorian-government/charter-supporting-care-relationships](http://carersvictoria.org.au/web-assets/victorian-government/charter-supporting-care-relationships)
- **Children, Youth and Family**  
[childwise.org.au/page/42/state-legislation-reporting-vic](http://childwise.org.au/page/42/state-legislation-reporting-vic)

## WHAT ELSE SHOULD I KNOW?

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 website. 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.

**23-25 Yuilles Rd, Mornington, VIC 3931**

**t 1300 MENTIS (1300 636 847)**

**f 03 5970 5055**

**[info@mentisassist.org.au](mailto:info@mentisassist.org.au)**

**[mentisassist.org.au](http://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.