

# The Mental Health and Wellbeing Commission

The Mental Health and Wellbeing Commission is an independent statutory body grounded in the expertise of people with lived experience.



Some of our key responsibilities are to:

- promote, support and protect the rights of consumers, families, carers, supporters and kin who use public mental health and wellbeing services funded by the Victorian Government.
- take complaints about their experiences and assist them in resolving any concerns they might have with services.
- encourage effective complaint handling by designated public mental health and wellbeing service providers.
- conduct investigations and inquiries.
- monitor the performance, quality and safety of Victoria's mental health and wellbeing system.

## Contact Us

 Call us on 1800 246 054 (free call)  
Our lines are open between 9:30am and 4:30pm,  
Monday to Friday, except for public holidays.

 Email us at [help@mhwc.vic.gov.au](mailto:help@mhwc.vic.gov.au)

 Visit our website: [www.mhwc.vic.gov.au](http://www.mhwc.vic.gov.au)

**If you are in crisis, please call 000 or Lifeline on 13 11 14**



### If you're not sure, contact us

There is no 'wrong door'. If you're not sure whether we can help, if you'd like to speak with us about your concerns or if you need some more information, please contact us.

If we can't help with your concerns, we will do our best to connect you with people who can.



### Making a complaint

We deal with complaints about designated public mental health and wellbeing services in Victoria. Complaints are often about difficulties in accessing publicly funded mental health and wellbeing services, or the treatment and care they provide.



### It's ok to complain

You have the right to make a complaint to us, or to the service directly. Every publicly funded Victorian mental health and wellbeing service must have its own process to help you speak up and raise your concerns. We can support you to do this.



### Things to keep in mind

- You do not have to be an Australian citizen or permanent resident to make a complaint about a Victorian public mental health and wellbeing service.
- Your complaint will not affect your visa status.
- We have a dedicated team of people who have a lived experience of using public mental health services, and who work together with our resolutions team.
- We will protect your privacy and seek your consent before we share any of your information.
- We can receive and respond to complaints in most languages. Please let us know if you would like us to arrange an interpreter, free of charge.
- If you are deaf, or have a hearing or speech impairment, you can contact us using the National Relay Service and give them our free call number (1800 246 054) or email us at [help@mhwc.vic.gov.au](mailto:help@mhwc.vic.gov.au) to arrange a video call using an interpreter.