



Mental Health and Wellbeing Commission

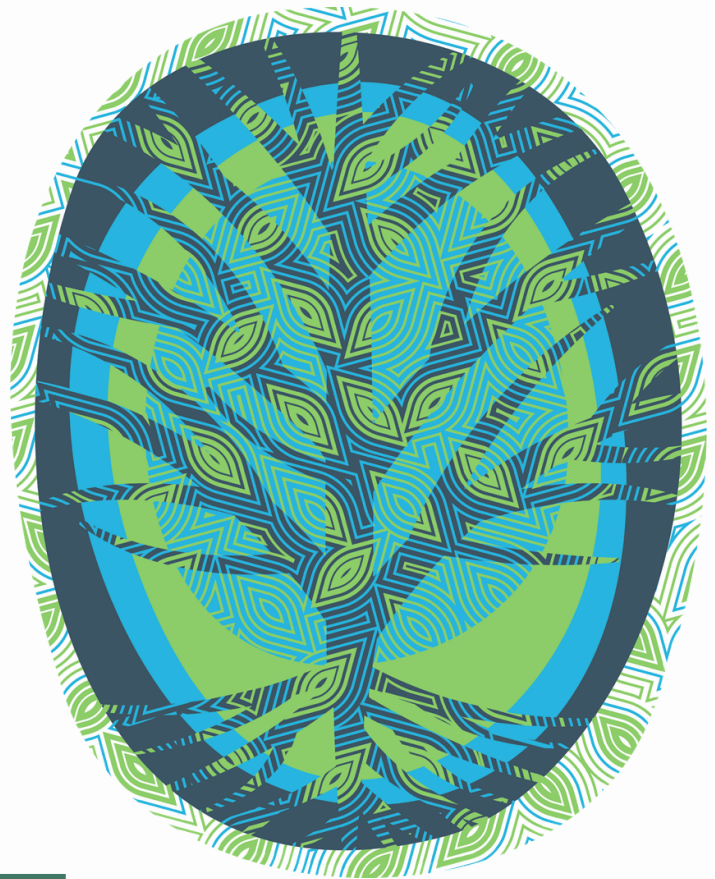
We are an independent body that listens to people's concerns about Victoria's public mental health and wellbeing services.

Our role is to:

- Keep services accountable
- Make sure the voices of people, families, carers, and communities are heard
- Support safe and fair complaints processes

It's Okay to Complain

If you are not happy with the mental health or wellbeing service you received, you can make a complaint. Your complaint can help improve the system for everyone.



Art by Marcus Lee Design

Cultural Safety and Support

We respect the rights of Aboriginal and Torres Strait Islander peoples, culturally and linguistically diverse communities, and all people accessing services.

You have the right to culturally safe and respectful care that respects Aboriginal and Torres Strait Islander people's unique culture and identity, including connections to family and kinship, community, Country and waters.

How We Handle Complaints

- We listen to your experience and what matters to you
- We support you in raising your concerns safely
- We work with services to fix problems and make improvements
- We protect your rights under the Mental Health and Wellbeing Act 2022

You can also contact the following organisations for information and support

Independent Mental Health Advocacy (they support the rights of people on compulsory treatment). Phone 1300 947 820 or visit www.imha.vic.gov.au

Victorian Aboriginal Legal Service (they provide legal aid and advocacy for First Nations Victorians). Phone 03 9418 5920 or visit www.vals.org.au



Call us on 1800 246 054 (free call)

Our lines are open between 9:30 am and 4:30 pm.

Monday to Friday, except for public holidays.



Email us at help@mhwc.vic.gov.au



Visit our website: www.mhwc.vic.gov.au

