



Peninsula  
Health

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# Peninsula Health Mental Health Service

Your Rights and Responsibilities

# Your rights and responsibilities

As a client of Peninsula Health Mental Health Service you have rights and responsibilities.

## Your rights

**Information** - you have the right to:

- Receive both a written and verbal statement of rights and responsibilities as soon as possible after entering service, and be provided extra time at different intervals to further discuss your rights and responsibilities, if at first you do not fully understand
- Be provided with information and education about treatment and care services and to have them regularly discussed and explained in a manner that is understood
- Receive information about choices and options for your care including risks, benefits and alternatives
- Receive information about your rights if you are receiving compulsory mental health treatment
- Receive information about your rights if you are receiving treatment on a voluntary basis, including the **Medical Treatment, Planning and Decisions Act 2016**
- Keep asking questions until you understand what you want to know

**Consent** - you have the right to:

- Give your informed consent before treatment begins
- Refuse treatment for mental illness, unless subject to Mental Health Legislation, which means if you are on a Compulsory Order under the **2014 Victorian Mental Health Act**
- Refuse the care or treatment options for mental illness recommended to you by staff after being fully informed of the consequences of that decision (unless subject to Mental Health legislation as described above)

## **Confidentiality** - you have the right to:

Have only those involved in your care having access to your medical information, which they will keep confidential.

## **Privacy and respect** - you have the right to:

- Minimum interference with your freedom, dignity and self-respect
- Have cultural, religious, gender and language needs respected
- Be offered an accredited interpreter if required

## **Safety** - you have the right to:

- Have an environment that is freely accessible, safe, clean and secure

## **Treatment decisions** - you have the right to:

- Document an **Advance Statement** outlining your mental health treatment and personal preferences should you become unwell and need mental health treatment (ask your team about this)
- Be involved in decision making regarding your treatment, care and recovery
- Seek a second opinion by another doctor chosen by you
- Be treated for medical conditions (physical and/or psychological) in the community as much as possible

## **Support person** - you have the right to:

- Choose who will be present at any discussions or meetings about your care, including the right for a support person (friend or family member) to be present
- Identify a **Nominated Person** to receive information and to support you if you require compulsory mental health treatment. Specifying a nominated person requires signing of a document that specifies this person as being your **Nominated Person**. You can ask your team about this.
- Ask a family member, carer, friend, staff member or another independent person to act as an advocate

- Receive personal visits and/or communication from family, carers or friends

**Access** - you have the right to:

- The best available treatment and care for you at the time that you need it
- If you are a compulsory client you have the right to access information that is going before the Mental Health Tribunal at least 48 hours prior to your hearing

**Quality care** - you have the right to:

- Receive quality health care and service in keeping with recognised standards and practices
- Receive continuity of care when using Peninsula Health Mental Health Services
- Complain to the Manager of the inpatient unit or clinical team to have your complaint addressed in a timely manner, and receive feedback on the outcome of your complaint
- Timely and high quality treatment and care in accordance with the National Standards for Mental Health Services 2010 which are displayed on the ward and in community clinics

**Participation** - you have the right to:

- Contribute and participate as much as possible in the development of mental health care and representation of mental health client interests

**Research** - you have the right to:

- Be informed if your care or treatment is part of any student training programs
- Give your informed consent for any participation in research or to refuse any such participation

# Your responsibilities

**Cooperation** - your responsibilities are to:

- Be open and honest about your illness and how it makes you feel
- Participate as far as possible in reasonable treatment and different ways to enhance your recovery, including the documentation of your own Recovery Plan, which documents your identified goals and ways in which we can assist you to achieve these goals

**Behaviour** - your responsibilities are to:

- Respect the human worth and dignity of other people, including carers, staff and other clients

**Environment** - your responsibilities are to:

- Contribute to the safe and comfortable environment by:
  - Not smoking on Peninsula Health property, as per Peninsula Health Policy
  - Not bringing alcohol or illicit drugs into the hospital or onto the hospital grounds
  - Only using medications prescribed by your treating medical staff

## **Complaints, Compliments, Concerns & Comments**

We welcome your complaints, compliments, concerns and comments about the care and service provided to you by Peninsula Health Mental Health Service.

Your feedback assists us to continually improve the standard of care and service provided to you.

The Mental Health Service regularly conducts surveys that ask for your confidential feedback about certain aspects of your treatment and care. You may choose or decline to note your concerns via these surveys.

You can provide feedback to the person looking after you at any time. If your concerns are not addressed, or you do not feel comfortable giving feedback directly, you are entitled to speak to the manager, or put feedback in writing.

All written complaints are dealt with in a confidential way, and please be assured that your care will not be compromised in any way.

If you wish to make a comment about any aspect of the Peninsula Health Mental Health Service you can do so in the following ways:

Ask your clinician or any other member of staff or a loved one to help you complete the details of your concern/s on a Peninsula Health Mental Health Service Feedback Form

or

by contacting the **Peninsula Health Customer Relations Manager on (03) 9784 7298**

All attempts are made to act in a timely manner to address your complaint or concern.

However, it may take some time to investigate and resolve the issues that concern you. You will receive feedback on your complaint or concern once the investigation is completed.

If you are not satisfied with the outcome of your complaint or wish to pursue the matter through other avenues, the following contacts may be of use to you.

### **The Mental Health Complaints Commissioner**

Level 26, 570 Bourke Street  
Melbourne VIC 3000  
Email: [help@mhcc.vic.gov.au](mailto:help@mhcc.vic.gov.au)  
Website: [mhcc.vic.gov.au](http://mhcc.vic.gov.au)  
Tel: 1800 246 054

### **Second Opinion Psychiatric Service**

Tel 1300 503 426  
Fax (03) 9342 3081  
Email: [intake@secondopinion.org.au](mailto:intake@secondopinion.org.au)  
Website: [secondopinion.org.au](http://secondopinion.org.au)

### **Office of The Public Advocate**

Level 1, 204 Lygon Street

Carlton Vic 3053

Website: [publicadvocate.vic.gov.au](http://publicadvocate.vic.gov.au)

Tel: (03) 9604 9500

Toll Free: 1300 309 337 (24 Hour emergency)

### **Victorian Legal Aid (Frankston Office)**

Cnr O'Grady Avenue & Dandenong Road

Frankston Vic 3199

Email: [frankston@vla.vic.gov.au](mailto:frankston@vla.vic.gov.au)

Website: [legalaid.vic.gov.au](http://legalaid.vic.gov.au)

Tel: (03) 9784 5222

### **The Mental Health Legal Centre**

PO Box 12365

A'Beckett Street, Melbourne Vic 3000

Email: [mhlc@mhlc.org.au](mailto:mhlc@mhlc.org.au)

Website: [communitylaw.org.au/mentalhealth](http://communitylaw.org.au/mentalhealth)

Tel: (03) 9629 4422

Toll Free: 1800 555 887

### **Victorian Ombudsman**

Level 2, 570 Bourke Street

Melbourne Vic 3000

Website: [ombudsman.vic.gov.au](http://ombudsman.vic.gov.au)

Tel: (03) 9613 6222

Toll Free: 1800 806 314

### **Victorian Equal Opportunity and Human Rights Commission**

Level 3, 204 Lygon Street

Carlton Vic 3053

Email: [complaints@veohrc.vic.gov.au](mailto:complaints@veohrc.vic.gov.au)

Website: [humanrightscommission.vic.gov.au](http://humanrightscommission.vic.gov.au)

Tel: 1300 891 848

Toll Free: 1300 891 848

### **Independent Mental Health Advocacy (IMHA)**

This service is available to any client on a compulsory order.

570 Bourke Street, Melbourne

GPO Box 4380, Melbourne 3001

Tel: 1300 947 820

Email: [contact@imha.vic.gov.au](mailto:contact@imha.vic.gov.au)

Website: <http://www.imha.vic.gov.au>

Disclaimer: The information contained in the brochure is intended to support, not replace, discussion with your doctor or health care professionals.

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Print Code: 15353 - September 2018  
Authorising Department: Mental Health Service

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**Consumers**



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**Peninsula  
Health**

Building a **Healthy  
Community**, in Partnership