

What is this form?

As clients, carers and family members of a Northwestern Mental Health Service your views are very important to us. We welcome your feedback about what we do well and what we could do better so that we can make changes and keep improving our service to you.

Need help filling out this form?

For assistance filling out this form we suggest that you ask someone you feel comfortable with such as a family member or friend, a staff member or a consumer or carer consultant.

Consumer and carer consultants are people who have experienced a mental illness themselves or have supported a family member or friend who has had a mental illness. They are now employed by the service to represent the perspectives of current consumers and carers. You can find out how to access the consumer and carer consultants at public adult services by talking to your case manager or asking at reception.

How to submit this form

Place this form inside the letterboxes found in:

- Waiting rooms
- Inpatient Units
- Reception/Front Desk

You can also submit the form by:

- Handing it to a member of your treating team
- Handing it to reception and asking for it to be submitted
- Handing it to a consumer or carer consultant at your service

If you would prefer to return this form by mail contact your service provider for a postal address. You can find addresses and contact numbers at www.nwmh.mh.org.au

What happens now?

Your submission will be reviewed by a manager or appropriate staff member and if you have indicated that you would like a response, you will be contacted within 30 days of submitting this form.

What do we do with this information?

The information you provide to us is used to identify areas for improvement and address gaps in the service. With your feedback, together we can build a better service for our community.

Want to speak to someone instead?

If you've got an issue or some feedback you'd like to discuss but do not wish to fill out this form, we encourage you to speak to your case manager, doctor, or your service's consumer or carer consultants.

Not Satisfied?

If you have not received a response within 30 days or you are unsatisfied with the outcome of your feedback/complaint you can contact:

Mental Health Complaints Commissioner

- Free call: 1800 246 054
- Postal Address:
Level 26, 570 Bourke Street
Melbourne, VIC 3000
- Email: help@mhcc.vic.gov.au

OFFICE USE ONLY

Received: Date & staff name

Initial RiskMan entry: Date & staff name

RiskMan ID number

Date closed & staff name

TELL US WHAT YOU THINK

- Feedback
- Suggestions
- Complaints

