

Families, carers and supporters: your rights

Why does this matter?

At Neami, we're here to work with you on the things that matter to you, in the way you tell us is important. You have a right to get support that is safe and respectful, and to be included in the decisions that affect you and the person you're supporting.

This guide will give you information about your rights as a family member, carer or supporter of someone using Neami services.

Access

- Choose how you're involved with Neami.
- Have access to an interpreter and information in the language of your choice.
- Get support to understand Neami services, other community supports, and with decision-making.

Safety

- Receive mental health and wellbeing support for the person you're supporting that is safe and meets national standards.

Respect

- Have limits on your availability to the person you're supporting.
- Have your role as a family member, carer or supporter acknowledged and respected as vital to the person's mental health and wellbeing.
- Have your views, ideas and opinions heard.
- Be treated with dignity and respect.
- Have your culture, identity, beliefs and choices recognised and respected.

Partnership

- Inform us about family relationships and the mental health and wellbeing of the person you're supporting.
- Be involved in shared decision making with the person you're supporting, with their consent.
- Have an advocate attend a meeting with you, or the person you're supporting.

Information

- Receive information, education, training and support to help with your care and support roles.
- Receive information about, and referral to, services that help you in your caring and support role.

Privacy

- Have your personal privacy respected.
- Have any information you give us about your health or family kept secure and confidential.

Feedback

- Give feedback or make a complaint without it affecting your support or the support of the person you're caring for.
- Get updates on how we are handling your concerns, and have this process explained to you.
- Share your experiences to improve our services.

Have a question?

Please talk to a staff member if you have questions about your rights.

Neami Feedback and Complaints

Call-back line: 1300 147 600

Email: feedback@neaminational.org.au

Letter: Lived Experience Feedback Coordinator, Neami National
4-8 Water Road, Preston VIC, 3072

www.neaminational.org.au/feedback

More information about your rights

If you want to know more about your rights, you can contact the Australian Human Rights Commission at www.humanrights.gov.au or phone 1300 369 711.

You can also contact your state-based complaints body or ombudsman.

Contact details can be found at www.neaminational.org.au/external-agencies/

Further support for families, carers and supporters

You can contact Carer Gateway for:

- support with finding services and navigating the mental health system
- practical support including financial support, coaching and respite
- peer support and counselling.

Phone: 1800 422 737

Monday to Friday, 8am-5pm

www.carergateway.gov.au



We acknowledge Aboriginal and/or Torres Strait Islander peoples and communities as the Traditional Custodians of the land we work on and pay our respects to Elders past and present. We recognise that their sovereignty was never ceded.



Neami celebrates, values and includes people of all backgrounds, genders, sexualities, cultures, bodies and abilities.