

Consumer 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, respectful, and to have a say in the decisions that affect you.

This guide will give you information about your rights as a consumer of Neami services. There are laws and standards to protect your rights when getting mental health and wellbeing support – and we have systems in place to make sure this happens.

Access

- Get support that meet your needs.
- Have a choice in the services you use, and to withdraw at any time.
- Have access to an interpreter and information in the language of your choice.

Safety

- Receive high-quality, recovery-focused support from a team that can include clinicians and peer workers.
- Protection from abuse, harassment and bullying.
- Get support that is safe and meets national quality standards.

Respect

- Be treated with dignity and respect.
- Have your preferences about what supports works best for you heard and respected.
- Have your culture, identity, beliefs and choices recognised and respected.

Partnership

- Be involved in the decisions that affect you and the type of support you get.
- Choose who you want involved in planning and decision-making.

Information

- Have all the information you need to make informed decisions about your care.
- Get support to understand any part of your wellbeing care and support.
- Access your file, including any notes and health information we hold about you.
- To be told if something's gone wrong, how it happened, how it might affect you, and what we're doing to make it right.



Privacy

- Have your privacy respected.
- Have your personal and health information kept secure and confidential.

Feedback

- Give feedback or make a complaint without it affecting the support you receive.
- Get updates on how we are handling your concerns, and have this process explained to you.

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/



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.