



ST VINCENT'S  
HOSPITAL  
MELBOURNE

A FACILITY OF ST VINCENT'S HEALTH AUSTRALIA

# Victorian Dual Disability Service (VDDS)

## Consumer Booklet

This brochure provides information relating to:

- The Victorian Dual Disability Service (VDDS)
- The assessment
- Your rights and responsibilities
- Seeking your consent
- How to complain

# What you need to know

## When do we see you?

We see you when you think something is wrong with your mental health

OR

when someone else is worried about your mental health.



## Why do we see you?

To work out if you have mental health problems.

Mental health problems can change how you feel, think or behave.



## What will happen?

We talk to you.

We may come and see you

OR

We may talk to you on the phone or computer.



## We will ask you -

Where you want to see us.

If you would like anyone else to be there.

If you would like an interpreter.

Who we can talk to about you.

Who we can write to about you.

We may talk to your family or people who support you, and we may talk to other people who know you.



We may look at your medical records.

When we have finished we will tell you what we think.

Then we write a letter.

The letter says what we think will help you feel better.

The letter says how people can help you.

If you want, we will come back another day and talk to you about what the letter says, and talk to the people who support you about what the letter says.

You can ask to see and read the letter.

## There is no cost.



## What are Your Rights?

When you meet us we will - see you somewhere safe.

- Treat you fairly.
  - Allow you to say and think what you want.
  - Help you to say what you want.
  - Explain things to you so that you understand.
  - Help you make decisions about your life.
  - Ask other people to help you with hard decisions.
  - Keep your information private.
- You can ask us for access to your health records.



### If you don't want to see us

You can say no.

It's OK to say no.

You can say no at any time.

Sometimes we will talk to other people who are allowed to make decisions for you.



### Feedback

If you want to tell us how we did you can call us (03) 9231 1988.

Your family or people who support you can also call us.

### How to give feedback or make a complaint

Your family or people who support you can also complain.

A complaint is when you tell someone if you are not happy with us.

You can complain if you feel we didn't do a good job, or if we were unfair to you because of your language or your background, or for any other reason.

It is OK to complain.

If you are not happy you can tell us why and we will try to help.

If you want to complain you can call us on (03) 9231 1988.

Your family or people who support you can also call us on (03) 9231 1988.



### Other ways to complain

Mental Health Complaints Commissioner

1800 246 054

[www.mhcc.vic.gov.au](http://www.mhcc.vic.gov.au)

### Your responsibilities

Personal information.

You tell us what is wrong.

You tell us how you are feeling.

You tell us what makes you feel better or worse.

You tell us who is helping you.

You let us talk to other people who know about your problems.

### Behaviour

You are respectful to staff.

You do not break things.

You do not shout.

You do not hit people.



### More information

You can ask us for more information.

Our phone number is (03) 9231 1988

You can visit our website [www.vdds.org.au](http://www.vdds.org.au)

Better and  
fairer care.  
**Always.**



**ST VINCENT'S  
HOSPITAL**  
MELBOURNE

A FACILITY OF ST VINCENT'S HEALTH AUSTRALIA