



## The Victorian Dual Disability Service (VDDS) Consumer Information Brochure

This brochure provides information relating to:

- The VDDS
- The assessment process
- Your rights and responsibilities
- Seeking your consent

The Victorian Dual Disability Service (VDDS) is a mental health service for people with learning problems. This brochure tells you why we are seeing you, about your rights and responsibilities, and asks if you agree to be assessed.

### 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.



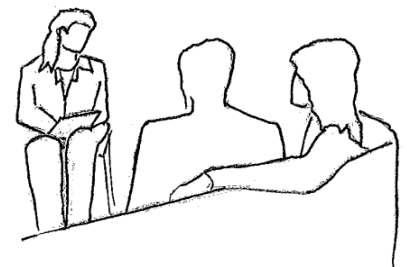
### Why do we see you?

To work out if you have mental health problems.  
Mental health problems can change how you feel, think or behave



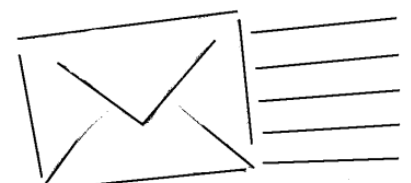
### What will happen?

We come to meet you and talk to you.  
We may talk to your family or carers, 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 and ask how we did.  
Then we write a letter.

The letter says what we think will help you feel better.  
The letter says how people can help you.  
We will come back another day and talk to you about what the letter says.  
We will talk to the people looking after you about what the letter says  
You can ask to see and read the letter



There is no cost.



**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.

**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.

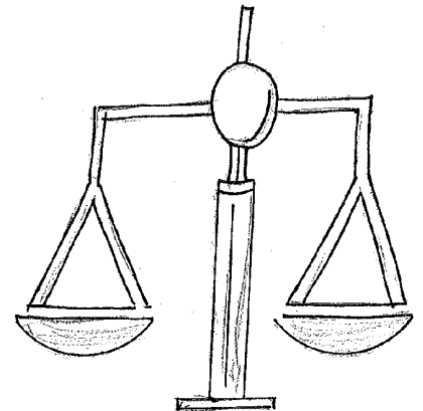
Explain things to you so that you understand.

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.

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



**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.

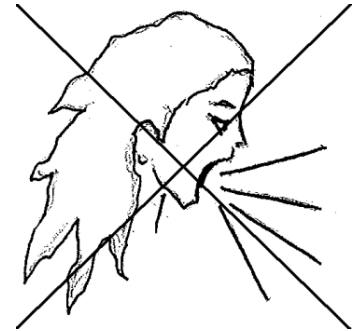
You let us talk to other people who know about *your problems*.

## Behaviour

You are respectful to staff.

You do not break things.

You do not shout or hit people.



## Complaints

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

It is OK to complain.

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

Your family or carers can also complain.

## How do you complain?

You can call our manager. The telephone number is (03) 9231 2950.

## Other ways to complain

Disability Services Commissioner

1800 677 342 (free call)

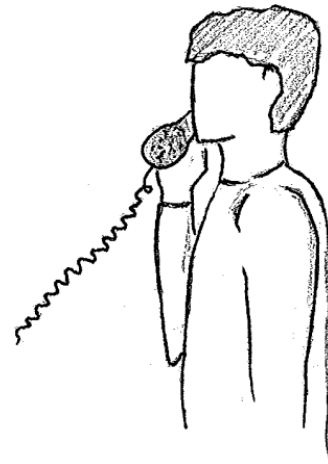
1300 726 563 (TTY)

Health Services Commissioner

1800 136 066

Community visitors

1300 309 337



## More information

You can ask us for more information. Our phone number is (03) 9288 2950

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

You or your family or carer will also get a Victoria's Charter of Human Rights and Responsibilities brochure, and a copy of this brochure