



The Royal Commission into Victoria's Mental Health System

The aim of the Royal Commission is to provide a clear set of actions that will change Victoria's mental health system and enable Victorians to experience their best mental health.

To develop our findings and recommendations we are engaging with Victorian communities and we are asking you to share your experiences, views and ideas to help improve our mental health system.

We have an online portal that allows you to share your contributions as written submissions, images, audio or video content. This form is available in a number of different languages.

The Commission's focus is on identifying and solving system-wide issues, rather than investigating individual cases or incidents.

You can make your contribution by:

- Calling **1800 00 11 34** or **03 7005 3010** if you require interpreter services (available 9am-5pm Monday to Friday, except on public holidays)
- writing to: PO Box 12079, A'Beckett St, Victoria 8006 (we will translate your letter)
- completing a submission online at: <https://rcvmhs.vic.gov.au/submissions>
- emailing: contact@rcvmhs.vic.gov.au



If you have a current concern about a mental health service provider

The Royal Commission is not able to resolve individual complaints or disputes. If you have a concern about your experience with a Victorian public mental health service, you can either contact the service directly or speak with the Mental Health Complaints Commissioner (MHCC).

The MHCC is an independent, specialist body, that safeguards rights and resolves complaints about public mental health services. You can contact the MHCC on 1800 246 054 or via email help@mhcc.vic.gov.au. You can also visit www.mhcc.vic.gov.au for more information.

If you have a concern about a registered health practitioner

If your concern is about the conduct or performance of a registered health practitioner (such as a registered psychiatrist, psychologist, medical practitioner etc) you can contact the Australian Health Practitioner Regulation Agency (AHPRA). You can contact AHPRA by calling 1300 419 495 or at www.ahpra.gov.au.

If you have a concern about other health services

The Health Complaints Commissioner (HCC) is an independent and impartial body for complaints about health services and health information issues in Victoria. The HCC can receive complaints about private mental health services or providers. You can contact the HCC by calling 1300 582 113 or at www.hcc.vic.gov.au.