

If your My Rights, My Decisions Forms aren't being followed

Steps to Take if Your My Rights, My Decisions Forms Are Not Followed

If you believe that one or more of your My Rights, My Decisions forms (such as your Advance Agreement or Advance Consent Direction) have not been followed by your treating team, you have the right to speak up and take action. Here are some steps you can take:

Talk to a Mental Health Official Visitor

They are independent advocates who can help you raise concerns.

Phone: 1800 150 036

Email: publictrustee@act.gov.au

Make a Complaint to ACT Health

You can share your concerns directly with ACT Health.

Phone: (02) 6207 7627

Email: HealthFeedback@act.gov.au

Contact the ACT Human Rights Commission

They can help with complaints about your rights and treatment.

Phone: (02) 6205 2222

Email: human.rights@act.gov.au

Lodge a Complaint with the ACT Health Services Commissioner

This is another option for raising concerns about your care.

Phone: (02) 6205 2222

Online: hrc.act.gov.au/complaints

Email: HRCIntake@act.gov.au

Get More Information

The Health Care Consumers' Association has helpful fact sheets on how to give feedback or make a complaint:

Website: <https://www.hcca.org.au/takeaction/>



Visit actmhc.org.au/my-rights-my-decisions or use the QR code to download a copy of the Form Kit.

