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## Important Consumer Information

Thank you for reading this important information. If you have any questions, please ask our staff. Your confidentiality is assured.

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### Your Case Manager and Treatment Plan

A Case Manager is a member of the team that cares for you. The Case Manager will work closely with you, and coordinate your care to ensure you get the best possible support and care to improve your mental health.

Please discuss with your Case Manager what information about your care and condition that you wish to share with your family, carer or advocate.

The information you gave when you were initially assessed is kept at the clinic to record your care and treatment plan. Please feel free to ask any questions about your treatment plan. It is also important to report any changes in your condition.

### Release of Information

Information regarding your personal details and/or care may only be released:

- Routinely to your nominated GP.
- With your consent, after you complete a Release of Information Consent Form.
- As required by law, in very rare circumstances;

### Consumer Feedback

We welcome patient and visitor feedback.

A Consumer Satisfaction Survey Form and Complaint/Compliment Form are included in this information pack. Your complaints are confidential and will not impact on your care. Compliments are forwarded to staff.

Completed forms can be deposited in the secure consumer suggestion boxes located at all NMAHS MH services. Please include your contact details if you would like feedback on your suggestion.

Remember, your Case Manager is there to assist you with any problems or queries – see your Contacts card for contact details. We look forward to working with you on your path to recovery.