



Client information sheet

On this information sheet we have compiled information for you from Mentraal that is important to you when you make use of Mentraal's support.

Especially for people who get stuck or have questions and who need someone who keeps an eye out, gets involved, and helps look for and find solutions and answers. Mentraal employs professionals specially for these people, who look for these solutions together with them. Our employees will help you find solutions to your problems and questions relating to work, income, parenting, education, health, safety, housing and other support questions that you may have.

For the support from Mentraal you need a care assessment decision from your municipality. As soon as you have a valid care assessment decision, someone from Mentraal will call you within 3 working days to make an appointment. This first appointment often takes place at our visitors address, but it can also be done at your home, work or school. During the introductory meeting, you will receive information about Mentraal's activities. For more information you can visit our website www.mentraal.nl or ask your regular care provider.

Mentraal is an independent service provider. The support offer is on a voluntary basis, you are not obliged to make use of the help provided. People who receive support from Mentraal are motivated to work on what they request help for. You plan your appointments with your care provider. If you are unable to come, we ask that you cancel the appointment at least **24 hours** in advance. You can contact Mentraal by telephone from Monday to Friday from 9 am to 5 pm on 0182-744 123.

Mentraal has privacy and complaints regulations that are available to read on the website. If you have a complaint, you can discuss this with your care provider or send it in writing to the complaints officer at Mentraal. You can also do this using the complaint form on the website. If you need help or need to speak to an independent client confidential advisor, you can specify this in your letter or on the complaint form.

Since June 2010, a personal contribution applies for some forms of support for adults. This contribution is paid to the CAK (central administration office). To calculate how much this contribution will be, please go to the CAK website: www.hetcak.nl. If your income is not more than 120 percent of the social minimum wage, then it is possible that your municipality will reimburse this contribution for you under the special assistance act. You can request for this special assistance from the municipality.

More detailed information can be found on our website: www.mentraal.nl. You can also call us with your questions if you prefer.

