# How to get support

A guide for consumers and families using hospital based mental health services in Victoria

## I am in hospital without my consent (“compulsory”)

### I want to know more about my rights while I am in hospital, and have more say in my treatment

1. Independent Mental Health Advocacy

1300 947 820

[www.imha.vic.gov.au](http://www.imha.vic.gov.au)

1. Office of the Public Advocate

1300 309 337

[publicadvocate.vic.gov.au](https://www.publicadvocate.vic.gov.au/)

*Contact a Community Visitor*

### I want to apply to have my Treatment Order cancelled

1. Mental Health Tribunal

1800 242 703

[www.mht.vic.gov.au](http://www.mht.vic.gov.au)

### I need to talk to a lawyer about a Mental Health Tribunal hearing or legal issue

1. Victoria Legal Aid

1300 792 387

[www.legalaid.vic.gov.au](http://www.legalaid.vic.gov.au)

1. Mental Health Legal Centre

9629 4422

[www.mhlc.org.au](http://www.mhlc.org.au)

### I want a Second Psychiatric Opinion on my mental health Act status or treatment

1. Second Psychiatric Opinion Service

1300 503 426

[www.secondopinion.org.au](http://www.secondopinion.org.au)

### I have concerns about my treatment and experience with the hospital and want to discuss making a complaint

1. Mental Health Complaints Commissioner

1800 246 054

[www.mhcc.vic.gov.au](http://www.mhcc.vic.gov.au)

## I am in hospital with my consent (“voluntary”)

### I want to know more about my rights while I am in hospital, and have more say in my treatment

1. Victorian Mental Illness Awareness Council

(03) 9380 3900

[www.vmiac.org.au](http://www.vmiac.org.au)

1. Office of the Public Advocate

1300 309 337

[publicadvocate.vic.gov.au](https://www.publicadvocate.vic.gov.au/)

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## My family member or friend is in hospital

### I want to know more about my rights as a carer (I need an advocate) and/or support

1. Tandem Carer Support and Referral Line

1800 314 325

[www.tandemcarers.org.au](http://www.tandemcarers.org.au)

### I have concerns about my treatment and experience with the hospital and want to discuss making a complaint

1. Mental Health Complaints Commissioner

1800 246 054

[www.mhcc.vic.gov.au](http://www.mhcc.vic.gov.au)

### I have concerns about the care being provided or need advice regarding guardianship/power of attorney/medical treatment decision making

1. Office of the Public Advocate

1300 309 337

[publicadvocate.vic.gov.au](https://www.publicadvocate.vic.gov.au/)

## More information

These services are free and confidential for Victorians of all ages.

You have a right to communicate with them and to be supported to do so. If you need more information, or help (such as an interpreter or Aboriginal service), please ask a staff member.

Ask a staff member if you need help contacting these services, need an interpreter, or for brochures where available.