

# 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



**Independent Mental Health Advocacy**  
1300 947 820  
www.imha.vic.gov.au



Office of the Public Advocate

**Office of the Public Advocate**  
1300 309 337  
publicadvocate.vic.gov.au

Contact a Community Visitor

I want to apply to have my Treatment Order cancelled



**Mental Health Tribunal**  
1800 242 703  
www.mht.vic.gov.au

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



**Victoria Legal Aid**  
1300 792 387  
www.legalaid.vic.gov.au



Mental Health Legal Centre Inc.

**Mental Health Legal Centre**  
9629 4422  
www.mhlc.org.au

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



Second Psychiatric Opinion Service

**Second Psychiatric Opinion Service**  
1300 503 426  
www.secondopinion.org.au

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



**Mental Health Complaints Commissioner**  
1800 246 054  
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



**Victorian Mental Illness Awareness Council**  
(03) 9380 3900  
www.vmiac.org.au



Office of the Public Advocate

**Office of the Public Advocate**  
1300 309 337  
publicadvocate.vic.gov.au

Contact a Community Visitor

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



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**Mental Health Complaints Commissioner**  
1800 246 054  
www.mhcc.vic.gov.au

## 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



**Tandem Carer Support and Referral Line**  
1800 314 325  
www.tandemcarers.org.au

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



**Mental Health Complaints Commissioner**  
1800 246 054  
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



Office of the Public Advocate

**Office of the Public Advocate**  
1300 309 337  
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.