

Advocacy

You or your family may need help to understand the mental health system.

Peer Worker or Carer Consultant

Your treatment centre or community service may have Peer Workers or Carer Consultants who can assist you. Please ask staff for more information.

Community Visitor Scheme

Independent advocacy for people receiving inpatient and community care.

Tel: 08 7425 7802 / Toll free: 1800 606 302

Disability Advocacy and Complaints Service of South Australia

Can assist with advocacy and complaints.

Tel: 08 7122 6030

Disability Rights Advocacy Service Inc.

Individual and systemic advocacy.

Tel: 08 8351 9500

Office of the Public Advocate

Independent information and advice.

Tel: 08 8342 8200 / Toll free: 1800 066 969

Legal Assistance

Your Personal or Family Lawyer

Can help with legal advice or assistance.

Reviews (appeals)

South Australian Civil and Administrative Tribunal (SACAT)

Can review an order on request.

Tel: 1800 723 767

Internet: www.sacat.sa.gov.au

Legal Representation Scheme

Legal Services Commission

Can provide legal representation during a review or appeal.

Tel: 1300 366 424

Language Assistance

Interpreting and Translating Centre

Tel: 1800 280 203 (South Australia)

Translating and Interpreting Service

Tel: 131 450 (National)

Automated (ATIS): 1800 131 450

National Relay Service

For hearing and speaking difficulties

Voice/TTY: 133 677

Speak and listen: 1300 555 727

Deaf Can Do - Auslan Interpreters

Tel: 0417 233 369

Aboriginal Interpreter Service

Tel: (08) 8999 2062 / ais@nt.gov.au

Complaints

Your Treatment Centre or Community Service

Your health service has officers who can assist with enquiries and complaints.

Please ask staff for more information.

Office of the Chief Psychiatrist

Can assist with making a complaint and advise on the *Mental Health Act 2009*.

Tel: 08 8226 1091

The Health and Community Services Complaints Commissioner

Can investigate complaints if a previous complaint process has failed.

Tel: 08 8226 8666

Toll free: 1800 232 007

For more information

Office of the Chief Psychiatrist

Telephone: 8226 1091

www.chiefpsychiatrist.sa.gov.au



Interpreter



www.ausgoal.gov.au/creative-commons



Government
of South Australia

SA Health



Government
of South Australia

SA Health

Mental Health Act 2009 Statement of Rights #1

Voluntary Admissions

Office of the Chief Psychiatrist

Information about your rights when you are a voluntary patient in a treatment centre

If you need help to understand this pamphlet, or your treatment, please ask staff at any time.

What is a voluntary admission?

A voluntary admission is when you have chosen, of your own free will, to stay in a treatment centre to receive treatment and care for your mental illness.

What does it mean if I am a voluntary patient?

You are a voluntary patient if you have been admitted by your own choice to a treatment centre to receive treatment for your mental illness.

You will have access to a broad range of treatments, which are based on the best evidence of what is most effective for your mental illness. Treatment may include medication and other therapies, including talking with you.

Treatment will be provided by trained health professionals such as doctors, nurses, occupational therapists, social workers and psychologists. These professionals will work with you to help you recover. You can discuss your treatment at any time with your treating team.

Sometimes your mental health may not improve and your treating team will consider other options.

You may be referred to a community team to be a voluntary community patient, or you may be placed on a Community Treatment Order, and receive treatment at a community service, your GP or in your home.

You may also be placed on an Inpatient Treatment Order, requiring you to stay in the treatment centre for longer to support your recovery.

What are my rights when I am a voluntary patient?

You and your nominated support person (if appropriate) will receive a copy of this Statement of Rights as soon as possible and practical.

You can have someone support you during examination and treatment if you wish, within limits set by a doctor or a treatment centre. That support person can be a guardian, substitute decision maker (medical agent), relative, carer, friend or a voluntary or professional advocate.

Your treatment and care will be provided in line with a recovery-focussed Treatment and Care Plan. You and your support person (if appropriate) will be involved in the preparation and review of the plan as much as possible and practical.

You can have an interpreter to help you to understand your rights and care.

You can refuse any treatment but please discuss your concerns with your treating team to make sure you get the best treatment possible.

You may have visitors while you are in the treatment centre and you may communicate with people outside. You will have reasonable privacy but treatment centres will have limits and conditions, such as visiting hours, when phones can be used etc.

Leave from the treatment centre can be an effective part of recovery. Please discuss possible leave options with your treating team.

If you are unhappy with the treatment you receive, you can speak with your treating team at any time. If you are not satisfied that your concerns have been addressed, you may make a formal complaint.

The other side of this pamphlet provides the contact details for services that can assist with advocacy, interpreting and complaints.

Confidentiality

Information about you is confidential but may be disclosed if required by law, to provide services or to maintain safety. Information may also be shared with a relative, carer or friend with your permission.