# How to get support while in hospital – a guide for consumers and families using 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:**

Contact Independent Mental Health Advocacy on 1300 947 820 [www.imha.vic.gov.au](http://www.imha.vic.gov.au)

Contact a Community Visitor on 1300 309 337 [www.publicadvocate.vic.gov.au](http://www.publicadvocate.vic.gov.au)

**I want to apply to have my Treatment Order cancelled:**

Contact the Mental Health Tribunal on 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:**

Contact Legal Aid on 1300 792 387 [www.legalaid.vic.gov.au](http://www.legalaid.vic.gov.au) or the Mental Health Legal Centre on 9629 4422 [www.mhlc.org.au](http://www.mhlc.org.au)

**I want a second opinion on my treatment:**

Contact the Second Psychiatric Opinion Service on 1300 503 426 [www.secondopinion.org.au](http://www.secondopinion.org.au)

**I have concerns about my treatment and experience in hospital and want to discuss making a complaint:**

Contact the Mental Health Complaints Commissioner on 1800 246 054 [www.mhcc.vic.gov.au](http://www.mhcc.vic.gov.au)

## I am in 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:**

Contact the Victorian Mental Illness Awareness Council on (03) 9380 3900 [www.vmiac.org.au](http://www.vmiac.org.au)

Contact a Community Visitor on 1300 309 337 [www.publicadvocate.vic.gov.au](http://www.publicadvocate.vic.gov.au)

**I need to talk to a lawyer about a legal matter related to my mental health:**

Contact Victoria Legal Aid on 1300 792 387 [www.legalaid.vic.gov.au](http://www.legalaid.vic.gov.au) or the Mental Health Legal Centre on 9629 4422 [www.mhlc.org.au](http://www.mhlc.org.au)

**I have concerns about my treatment and experience in hospital and want to discuss making a complaint:**

Contact the Mental Health Complaints Commissioner on 1800 246 054 [www.mhcc.vic.gov.au](http://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](http://www.tandemcarers.org.au)

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

Contact the Mental Health Complaints Commissioner on 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**

Contact a Office of the Public Advocate on 1300 309 337 [www.publicadvocate.vic.gov.au](http://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.