



How can Community Visitors help me?

Community Visitors can help you if you have any problems.

You can trust them, as they are independent of the service.

You can tell them if you are unhappy with your treatment or the services of the unit or facility. They can talk to staff if you want them to help get things resolved.

Staff must help you talk to a Community Visitor if you want to.

You don't have to talk to Community Visitors if you don't want to.

Call 1300 309 337 (cost of a local call) to ask for a Community Visitor to visit you.

Notes:

Are you being treated fairly?
Talk to a Community Visitor
1300 309 337

Who are Community Visitors?

Community Visitors are trained volunteers who visit mental health units or facilities providing 24-hour nursing care. Community Visitors help ensure that consumers' human rights are respected, and monitor the adequacy of services for the assessment and treatment of people with a mental illness.

They are independent because they work hand-in-hand with the Office of the Public Advocate (OPA).

OPA is an independent body established by the Victorian state government. OPA's role is to protect the human rights of people with a disability and/or a mental illness.

You can feel free to talk to Community Visitors. They are volunteers. They don't work for the government or for this mental health unit or facility.



“Community Visitors will protect your rights and make sure you are being treated fairly in your mental health unit or facility. Talk to them about any problems you have.”

Colleen Pearce, Public Advocate



What do Community Visitors do?

Community Visitors visit public mental health units and talk with you and the staff.

Their role is to make sure the care and treatment provided to you is of good quality.

If it is not good quality, they will try to change things to improve it.

They may ask you questions such as:

- Are your needs being met?
- Has your treatment plan been discussed with you?
- Have the staff informed you of your rights?
- Are you happy with your treatment?
- Do the staff listen to you?
- Do the staff respect your privacy?
- Do you feel safe in this unit/facility?
- Are the activities offered helpful to you?

How can I contact a Community Visitor?

You call OPA's Advice Service on 1300 309 337 and ask for a Community Visitor to contact you. Community Visitors visit this unit or facility monthly, and you can also speak to them then.

You may be worried about the care or treatment you are getting, such as:

- how you are treated
- how much say you have in what happens
- the choices you can make
- what the staff do for you
- what the unit/facility is like.