

Official Visitors Program

The Official Visitors Program (within the NSW Mental health Act 2007) is for Carers, Family, Friends, Staff and other people with an interest in the care of treatment of people with a mental illness.

The Official Visitor(s) visit hospitals once a month and you can let staff know, ahead, if you wish to see an **Official Visitor** during your next visit.

If you do not see an **Official Visitor** you may **telephone: 1800 208 218** between 9am — 5pm Monday to Friday., to leave your message.

If you urgently want to see or speak to an Official Visitor outside these hours leave your message on **1800 208 218** or ask if the hospital can arrange for you to see an Official Visitor.

The Official Visitor must be notified of your request within 2 days.

You may also leave your written message in the **Official Visitors Box** in the ward, or write to:

Official Visitors

Locked Bag 5016

Gladesville NSW 1675

Telephone: 1800 208 218

Carer Connections Helpline

For support and referrals to services near you please call

1800 655 198

Please help us care for Carers and give this information to anyone that you may know!



Contact Us

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Visit us on the web:
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RIGHTS OF DESIGNATED CARERS AND PRINCIPLE CARE PROVIDERS

Primary Carers, Designated Carers and Principal Care Providers



*Compassionate Communities,
Connecting Carers*

Carers.... who are they?

Primary carers and designated carers

The term 'primary carer' in the Act has been changed and is now known as a 'Designated Carer' (s71). Any primary carer nominations that were current as at 31 August 2015 remain in force, although they are known from that date as designated carer nominations.

Principal care providers

A new type of Carer has been added to the Act, the Principal Care Provider (s72A). The Principal Care Provider is the person who is primarily responsible for providing day to day support and/or care but is not wholly or substantially paid on a commercial basis (s72A (1)).

Designated Carers' and 'Principle Care Providers' Rights

- As a result of changes to the 2007 Mental Health ACT, applicable for 31st August 2015, Designated Carers and Principle Care Providers have the right to be advised:
- By the treating physician about events impacting on the consumer detained in a mental health unit.
- If the consumer stays away from the mental health unit without permission.
- If the consumer is re-classified or admitted as a voluntary patient
- If consideration for a Community Treatment Order or application is being made
- If a Community Treatment Order is varied or application is being considered
- To know the person for whom they care is being admitted to a Mental Health Unit.
- Regarding the types and dosage of medication being administered to the consumer.
- To have an Official Visitor visit. (Official Visitors Program aims to safeguard and advocate for both Carers' and Consumer rights, regarding standards of treatment and care)
- To appeal to the Mental Health Tribunal against the refusal to discharge the consumer.

Providing Support to Carers – Relevant Links

- The NSW Family and Carer Mental Health Program provides educational sessions for the families of people living with a mental illness and is funded by the **NSW Ministry of Health** through the Mental Health Drug and Alcohol Office. Full details of the Family and Carer Mental Health Program can be found at www.health.nsw.gov.au/mhdao/Pages/family-mh.aspx.
- Further information on support for Carers can be found at Carers NSW www.carers.nsw.org.au and Mental Health Carers ARAFMI NSW Inc www.arafmi.org