

Mental Health Emergency Line (24 hours)

**1800 655 085**

*Contact numbers for urgent specialist mental health advice:*

	Office-hours (8.30am–4.30pm)	After-hours
Newcastle	401 64538	1800 655 085
Lake Macquarie	490 49000	1800 655 085
Hunter Valley	493 92900	1800 655 085
Manning	1300 369 968 (8am – 10pm)	1800 655 085
Peel	1300 669 757	1300 669 757
Tablelands	1300 669 757	1300 669 757
Mehi-McIntyre	1300 669 757	1300 669 757

Email your feedback: [mhsfeedback@hnehealth.nsw.gov.au](mailto:mhsfeedback@hnehealth.nsw.gov.au)

Hunter New England Mental Health  
PO Box 833, Newcastle NSW 2300

# *Hunter New England Mental Health Service*

## Information Booklet

Edition—01/11/10



## Hunter New England Mental Health Services

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## Medication Information

Written consumer information is available for all medications that you are taking. It is best explained by your doctor or pharmacist.

Below is a list of common medications with information sheets that are available. If you wish to have information on other medicines, please let us know.

### Information sheets on commonly used medicines

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Amisulpride

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Aripiprazole

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Citalopram

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Clozapine

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Desvenlafaxine

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Duloxetine

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Escitalopram

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Fluoxetine

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Lithium Carbonate

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Mirtazapine

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Olanzapine

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Paliperidone

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Paroxetine

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Quetiapine

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Risperidone

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Sertraline

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Sodium Valproate

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Ziprasidone

## Pamphlet Rack

Information in the following pamphlets may be of assistance. You will find these pamphlets on the information racks at service sites.

### Information Sheets for Consumers

Mental Health Act	Statement of Rights
	Compulsory Treatment Orders Information
	Involuntary Treatment Orders Information
	Financial Management Orders Information
	Mental Health Inquiry Review Process
Official Visitors	Information
Australian Charter on Human Rights	Do you know your health care rights?
Hunter New England Area Health	Your rights and responsibilities
Privacy	NSW Privacy Information leaflet for patients
ECT	ECT Information
NSW Health Caring Together	Respecting patient privacy and dignity in NSW Health
Smokefree	Information
Other useful information for consumers	Navigator's Guide <a href="http://hnehealth.nsw.gov.au/mental_health">http://hnehealth.nsw.gov.au/mental_health</a>
Information for Carers	ARAFMI Information Carer Assist Information
Feedback/surveys	MH-CoPES questionnaire Complaints and compliments

## Welcome!

We are committed to support people with a mental disorder to recover as effectively and as quickly as possible. An effort is made to deliver care from sites close to where people live. Mental health teams are based at the following locations:-

Newcastle Mental Health Service	Newcastle
	Waratah
	Wallsend
Lake Macquarie Mental Health Service	Charlestown
Hunter Valley Mental Health Service	Maitland
	Muswellbrook
Manning Mental Health Service	Taree
	Forster
Peel Mental Health Service	Tamworth
	Gunnedah
Tablelands Mental Health Service	Armidale
	Glen Innes
	Tenterfield
Mehi-McIntyre Mental Health Service	Moree
	Narrabri
	Inverell

We provide hospital as well as community mental health services in partnership with consumers, carers, other services, government departments and non-government agencies. These include specialist services such as Mental Health Services for Older People, Substance Use Unit, Neuropsychiatry, Centre for Psychotherapy, Supported Recovery, STEPS, VETE etc.

With almost 1200 staff providing different aspects of specialised mental health care, our focus remains on empowering carers and consumers and promoting mental health consumers to become resilient, independent and self manageable.

## Accessing HNE Mental Health Service

### *HNE Mental Health Service is a specialist mental health service*

We provide care and treatment to people with severe mental disorders who need specialist mental health care AND

- Cannot be looked after in primary care sector, e.g. by a General Practitioner or psychologists, counselors and other mental health professionals working within the primary care sector.
- Present risks to themselves or others **because of a mental disorder** that requires care and treatment from a specialist mental health service.
- Have complex needs that requires ongoing case management/ care coordination.

All referrals to the service are prioritised according to need for urgency of response, and to match available staff.

### *Contact numbers for urgent specialist mental health advice:*

	Office-hours (8.30am–4.30pm)	After-hours
Newcastle	401 64538	1800 655 085
Lake Macquarie	490 49000	1800 655 085
Hunter Valley	493 92900	1800 655 085
Manning	1300 369 968 (8am – 10pm)	1800 655 085
Peel	1300 669 757	1300 669 757
Tablelands	1300 669 757	1300 669 757
Mehi-McIntyre	1300 669 757	1300 669 757

## Mental Health Services in Mehi-McIntyre

### *Children, Young People, Adults and Older People (all ages) Services in the community*

Moree	Moree Community Health Alice Street, Moree NSW 2400  PO Box 138, Moree NSW 2400  New referrals - 1300 669 757 Phone: 6757 0222 Fax: 6757 3709
Inverell	Inverell Community Health Swanbrook Street, Inverell NSW 2360  PO Box 701, Inverell NSW 2360  New referrals - 1300 669 757 Phone: 6721 9600 Fax: 6721 1941
Narrabri	Narrabri Community Health 93-95 Barwon Street, Narrabri NSW 2390  PO Box 243, Narrabri NSW 2390  New referrals - 1300 669 757 Phone: 6799 2000 Fax: 6792 2069

## Mental Health Services in Tablelands

### Hospital beds in Armidale

Short term acute	8	Clark Centre Armidale District Hospital Locked Bag 4 Armidale NSW 2350  Ph: 6776 9628 Fax: 6776 4770
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### Children, Young People, Adults and Older People (all ages) Services in the community

Armidale	Clare House Rusden Street (corner of Butler Road) Armidale NSW 2350  Locked Bag 4 Armidale NSW 2350  New referrals: 1300 669 757 Phone: 677 69600 Fax: 677 64885
Glen Innes	Glen Innes District Hospital Ground Floor, Taylor Street, Glen Innes NSW 2370  PO Box 363, Glen Innes NSW 2370  New referrals - 1300 669 757 Phone: 6739 0100 Fax: 6739 0105
Tenterfield	Tenterfield District Hospital 1- 5 Naas Street, Tenterfield NSW 2372  New referrals: 1300 669 757 Phone: 6739 5200 Fax: 6736 2960

### Taking charge

We encourage you to take charge of your treatment to whatever extent you can. Following an assessment, we will assist you to formulate a care plan. We also encourage you to develop a wellness plan to keep yourself well. To assist you in developing these plans, we will support you in identifying strategies for you to keep yourself well. Some mental health consumers are required to receive compulsory treatment under the NSW Mental Health Act, 2007. If you are receiving compulsory treatment, it is a requirement that you include prescribed treatment in your care plan.

### Involvement of carers

We encourage you to involve your carers and family members in your care and treatment. Please allow them to support you. You may nominate a person to be your **primary carer** for the purposes of the Mental Health Act, 2007. Similarly, you may exclude persons from being given notice or information about you. The Mental Health Act requires some specific notifications to be made to the nominated primary carer, consult the nominated primary carer (e.g. for discharge planning and subsequent treatment) and requires provision of other information on request (e.g. information about medication). We will endeavor to provide you and your nominated primary carer appropriate information about your treatment and follow-up care. *Respite opportunities may be available for Carers. Please call Commonwealth Respite & Carelink Centre on 1800 052 222 for information.*

### Supporting others to get well

As members of the community, we must look after each other and respect needs, requirements and expectations of other people who may be receiving treatment or delivering care. In a health facility, we particularly request you to be considerate about the needs of others.

### Aboriginal mental health support

An Aboriginal Clinical Leader, Aboriginal Liaison Officers and other staff with special interest and expertise in providing Aboriginal mental health assist with provision of additional care, support and treatment to people from Aboriginal and Torres Strait Island backgrounds. An Aboriginal Mental Health & Wellbeing Committee oversees provision of advice to enable the service to provide culturally appropriate care to Aboriginal and Torres Strait Island people.



## Migrant and multicultural assistance

You have a right to a free, qualified and confidential interpreter. If you or your loved one, require an interpreter for communicating medical, social or other information, please let us know. We maintain a directory of mental health clinicians who are multilingual and if possible link mental health consumers and carers with clinicians who can speak the same language.

To overcome the barrier of geographical distance, we can access video conferencing from a majority of our sites. A multicultural Mental Health Advisory Committee oversees provision of advice to enable the service to provide culturally appropriate care.

## Use of alcohol and/or illicit drugs or smoking

Hunter New England Area Health Service is committed to protecting and improving the health of patients, staff and visitors.

Mental disorders can be made worse by drugs and alcohol. If you do use illicit drugs in the community, we will encourage you to seek help. If use of alcohol or illicit drugs occurs in hospital, we will consider withdrawing services.

Smoking is not allowed in any buildings, grounds or car parks. Nicotine Replacement Therapy (NRT) is available.

## Your feedback

We welcome your feedback. You can provide this feedback by completing the customer feedback questionnaire (called MH-COPES).

You can also give us feedback by completing “**Compliments and Complaints**” pamphlet. Both are available in Pamphlet Racks at all sites.

If you have any concerns about the management of your complaint, you can contact the manager of the service. If you are dissatisfied with the way HNE Health has managed your complaint, you can contact the Health Care Complaints Commission, which is independent of the Health Service.

## Mental Health Services in Peel

### Hospital beds in Tamworth

Short term acute	25	Banksia Unit Tamworth Rural Referral Hospital Dean Street, Tamworth NSW 2348  Locked Bag 9783, Tamworth NSW 2348 Phone: 676 77870 Fax: 676 66690
Hilltop Lodge T-BASIS	16	Tamworth Rural Referral Hospital Dean Street, Tamworth NSW 2348  Locked Bag 9783, Tamworth NEMSC NSW 2348 Phone: 676 77870 Fax: 676 66690

### Children, Young People, Adults and Older People (all ages) Services in the community

Tamworth	Ground Floor, Dean House Dean Street, Tamworth NSW 2340  New referrals: 1300 669 757 Phone: 676 77910 Fax: 676 78734
Gunnedah	PO Box 243 Gunnedah NSW 2380  New referrals: 1300 669 757 Phone: 674 18000 Fax: 674 02881
School-Link	Phone: 676 78697 Fax:
Mental Health Promotion and Prevention Team	Phone: 676 78622 Fax: 676 78734
Transcultural Mental Health Field Liaison	Phone: 676 78622 Fax: 676 78734
Drought Mental Health Assistance	Phone: 676 78618 Fax: 676 78734 Mobile: 0423 292 455

## Mental Health Services in Manning

### Hospital beds in Manning

Short term acute	20	Taree Hospital, Taree NSW 2430 Phone: 659 29525 Fax: 659 29522
Riverview T-BASIS	16	32 Bungay Road, Wingham 2429 Phone: 655 73444 Fax: 655 73447
Nimoola House	8	Nimoola House 144 Commerce St, Taree NSW 2430  Phone: 676 77926 Fax: 676 65590 Mobile: 0423 848 532

### Children, Young People, Adults and Older People (all ages) Services in the community

Taree	26 York St, Taree NSW 2430 Phone: 659 29315 Fax: 659 29622
Forster	Breese Parade, Forster NSW 2428 Phone: 655 51800 Fax: 655 48874

## Know your rights and responsibilities

Please do take time to know your rights as a health consumer and ask us if you have any questions. This booklet contains:

- Statement of Rights under the NSW Mental Health Act, 2007
- Australian Charter of Health Care Rights and
- Privacy of your information

We want you to take charge of your care and treatment. Understanding how we do things may help you to do just that:

- Take time to review information in this booklet
- All proposed treatments will be clearly explained to you and we will obtain your consent before treatment is initiated. Written consent is obtained for certain treatments and interventions. You have the right to refuse any treatment or withdraw your consent to treatment at any time. However, please note that if you are receiving treatment under the NSW Mental Health Act, 2007 you are **required** to accept treatment prescribed by your medical officer. However, we will still explain to you treatment that you are **required** to accept, and your rights to have this treatment reviewed.
- With your consent, we will encourage your carers/families to participate in your assessment and treatment. There are some situations (e.g. when there is potential for risk of harm to the person or others) we may need to share essential minimum information with your primary carer.
- A number of students receive training at our centres. We will ask you if students can participate in your assessment, care and treatment. You have the right to refuse this if you wish.
- If you are an inpatient in the hospital it is better not to bring monies/valuables and other articles. If you do bring personal belongings with you, please let staff know. Some items may be retained by you at your own risk.
- In relation to your treatment or care, health professionals involved in your care will liaise with each other and there will be ongoing discussion with you. Your General Practitioner will receive regular reports about your progress and information about any changes to your treatment regime. If you do not wish this to happen, please discuss this further with staff.

## Principles of Care (Mental Health Act 2007)

- People with a mental illness or mental disorder should receive the best possible care and treatment in the least restrictive environment enabling the care and treatment to be effectively given.
- People with a mental illness or mental disorder should be provided with timely and high quality treatment and care in accordance with professionally accepted standards.
- The provision of care and treatment should be designed to assist people with a mental illness or mental disorder, wherever possible, to live, work and participate in the community.
- The prescription of medicine to a person with a mental illness or mental disorder should meet the health needs of the person and should be given only for therapeutic or diagnostic needs and not as a punishment or for the convenience of others.
- People with a mental illness or mental disorder should be provided with appropriate information about treatment, treatment alternatives and the effects of treatment.
- Any restriction on the liberty of patients and other people with a mental illness or mental disorder and any interference with their rights, dignity and self-respect is to be kept to the minimum necessary in the circumstances.
- The age-related, gender-related, religious, cultural, language and other special needs of people with a mental illness or mental disorder should be recognised.
- Every effort that is reasonably practicable should be made to involve persons with a mental illness or mental disorder in the development of treatment plans and plans for ongoing care.
- People with a mental illness or mental disorder should be informed of their legal rights and other entitlements under this Act and all reasonable efforts should be made to ensure the information is given in the language, mode of communication or terms that they are most likely to understand, the role of carers for people with a mental illness or mental disorder and their rights to be kept informed should be given effect.

## Mental Health Services in Hunter Valley

### *Hospital beds in Hunter Valley*

Short term acute	24	The Maitland Hospital, Maitland Ph: 493 92456 Fax: 493 92290
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### *Children and Young People (under the age of 18 years) Services in the community*

Child & Adolescent Mental Health Service	Melbee House, 550-560 High Street, Maitland NSW 2320
	Phone: 493 92449 Fax: 493 92378

### *Adults (18-65 years) Services in the community*

Adult Mental Health Service	555 High Street, Maitland, NSW 2320 Phone: 493 92900 Fax: 493 92901
Supported Recovery Hunter Valley	Phone: 493 92940 Fax: 493 92941
Consultation Liaison	The Maitland Hospital, Maitland Ph: 493 92000 Fax: 493 92270

### *Older People (over 65 years of age) Services in the community*

Older People Mental Health Service	555 High Street, Maitland, NSW 2320 Phone: 493 92900 Fax: 493 92901
Specialist Outpatient/ Consultation Service	McAuley Outpatient Services McAuley Centre, The Mater, Edith St, Waratah NSW 2298 Phone: 403 35600 Fax: 403 35606



## Mental Health Services in Lake Macquarie

### Adult Hospital beds in Lake Macquarie Area

Cottages – Low support beds	47	Morisset Hospital, Morisset Phone: 497 30222 Fax: 49733442
<a href="#">Kestrel</a> - Medium Secure Unit	30	
Rosella – High Support beds	14	
<a href="#">Kaoriki</a> - Neuropsychiatry Unit	12	
Ibis Older People Unit	27	497 30277 – Nurse's station 497 30276 – Nurse Unit Manager Fax: 497 30335

### Children and Young People (under the age of 18 years) Services in the community

Child & Adolescent Mental Health Service	Locked Bag 1014 Wallsend 2287 Phone:492 46200 Fax: 492 6199
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### Adults (18-65 years) Services in the community

Adult Mental Health Service	29 Smith St, Charlestown NSW 2290 Phone: 490 49000 Fax: 490 49049
Supported Recovery Lake Macquarie	Phone: 490 49050 Fax: 490 49049
Consultation Liaison	Belmont Hospital Ph: 492 32000 Fax:

## The Australian Charter of Healthcare Rights

### What can I expect from the Australian health system?

MY RIGHTS	WHAT THIS MEANS
<b>Access</b>	
I have a right to health care.	I can access services to address my healthcare needs.
<b>Safety</b>	
I have a right to receive safe and high quality care.	I receive safe and high quality health services, provided with professional care, skill and competence.
<b>Respect</b>	
I have a right to be shown respect, dignity and consideration.	The care provided shows respect to me and my culture, beliefs, values and personal characteristics.
<b>Communication</b>	
I have a right to be informed about services, treatment, options and costs in a clear and open way.	I receive open, timely and appropriate communication about my health care in a way I can understand.
<b>Participation</b>	
I have a right to be included in decisions and choices about my care.	I may join in making decisions and choices about my care and about health service planning.
<b>Privacy</b>	
I have a right to privacy and confidentiality of my personal information.	My personal privacy is maintained and proper handling of my personal health and other information is assured.
<b>Comment</b>	
I have a right to comment on my care and to have my concerns addressed.	I can comment on or complain about my care and have my concerns dealt with properly and promptly.

## Privacy of your Information

Your personal information includes your personal details and personal health information relating to your treatment.

### Collection of personal information

Your personal information is collected so that we can provide you with treatment and advice. Test results and further information collected while you are being treated are kept with your health record. We only collect information that is relevant and necessary for your treatment and to manage the health service. Information is collected directly from you, wherever possible. We may need to collect information from other health professionals who have treated you. In an emergency, we may also need to collect information from a family member, friend, carer or other person who can help us to provide you with the best care.

Your information may be held in paper and electronic files. We take all reasonable steps to ensure the information we collect about you is stored securely. We have appropriate systems and policies in place to protect your information from loss, unauthorised access and misuse. If you do not wish for us to collect certain information about you, you need to tell us and we will discuss with you any consequences this may have for your health care.

### Use and disclosure

All staff are bound by law and ethical practice to keep your information confidential. Staff will use or disclose your information for purposes directly related to your treatment, and in ways you would reasonably expect for your current and future care.

Your personal health information will be shared with staff involved in your care, in order to determine the best treatment for you and to assist in the management of the health services provided to you. Relevant information about the health services you have received will be sent to your nominated GP, unless you request otherwise. Where relevant, information will be sent to other treating health services or hospitals involved in your care, or to the Ambulance Service of NSW, to a specialist for a referral, for pathology tests, x-rays and so on.

### Children and Young People Services in the community (under the age of 18 years)

<b>Child &amp; Adolescent Mental Health Service</b> <ul style="list-style-type: none"><li>• Wiyliin Ta</li><li>• YCOPMI</li><li>• Early Psychosis</li><li>• Psychological Assistance Service</li></ul>	<b>621 Hunter St Newcastle West 2302</b> Phone: 492 57800 Fax: 492 57863
<b>Peri-natal Psychiatry</b>	<b>Locked Bag 1014, Wallsend NSW 2287</b> Phone: 492 46055 Fax: 492 46056

### Adults Services in the community (18-65 years)

Adult Mental Health Service	Newcastle Community Health Centre Level 2, 670 Hunter Street Newcastle NSW 2300 Phone: 401 64538 Fax: 401 64539
Supported Recovery Newcastle	21 Gordon Ave, Hamilton NSW 2303 Phone: 496 16929 Fax: 496 16809
Vocational Education Training & Employment (VETE) Support Through Early Psychosis Service (STEPS) (16-30 years)	20 Stewart Ave, Hamilton 2303 Phone: 491 51796 Fax: 491 51706

### Older People Services in the community (over 65 years of age)

Older People Mental Health Service	Newcastle Community Health Centre Level 2, 670 Hunter Street Newcastle NSW 2300 Phone: 401 64538 Fax: 401 64539
Specialist Outpatient/ Consultation Service	McAuley Outpatient Services, McAuley Centre, The Mater, Edith St, Waratah NSW 2298 Phone: 403 35600 Fax: 403 35606

## Mental Health Services in Newcastle

<i>Hospital beds in Newcastle</i>		
Psychiatry Emergency Care	4	Mater Mental Health Centre
Psychiatry Intensive Care	8	Mater Mental Health Centre
Short term Acute	66	Mater Mental Health Centre
Intermediate Stay	20	James Fletcher Hospital
Children and Adolescents	12	Nexus Unit, John Hunter Hospital
Older People	18	Mater Mental Health Centre

<i>Useful contact numbers</i>	
Psychiatry Emergency Care Centre	1800 655 085
Psychiatric Intensive Care Unit	403 35369
Newcastle MH Unit	403 35316
Lake Macquarie MH Unit	403 35336
Mental Health Substance Use Unit – North	403 35460
Mental Health Substance Use Unit – South	403 35440
Nexus (Child and Adolescent) Unit	498 55800
Older People Unit	403 35416
Intermediate Stay Unit	492 46960

Neuropsychiatry Clinic	Edith St Waratah 2298 Phone: 403 35600 Fax: 403 35606
Consultation Liaison Psychiatry	John Hunter Hospital Lookout Rd, New Lambton Heights Phone: 492 13660 Fax: 492 13653 Mater Hospital Ph: 403 35000 Fax: 403 35303
Centre for Psychotherapy	72 Watt St Newcastle 2300 Phone: 492 46820 Fax: 492 46801
Mental Health & Substance Use	Edith Street, Waratah Phone: 403 35600 Fax: 403 35606
Court Liaison	72 Watt Street, Newcastle 2300 Phone: 492 46813 Fax: 492 46801

There are some situations where we may be required to disclose some patient information. This includes, Courts and Tribunals and to State and Commonwealth government agencies to comply with laws regarding the reporting of notifiable diseases and statistics, and for the registering of births & deaths. Your personal information may be required as evidence in court when subpoenaed. We may use or disclose patient information for billing and other purposes required for the operation of the NSW Health Service, including safety and quality improvement initiatives. Where relevant, we may need to disclose patient information to Medicare, private health funds, the Department of Veteran Affairs or The Australian Council on Healthcare Standards. We may also use your information to contact you regarding patient satisfaction surveys that help us to evaluate and improve our services. We may use or disclose your information for the following purposes in accordance with Statutory Guidelines issued under privacy law:

- for public interest research projects complying with strict protocols and approved by a Human Research & Ethics Committee.
- for staff and student training purposes.
- for other planning, financial or management purposes for health service activities.

The Statutory Guidelines ensure that where your information is needed for these purposes and it is impracticable to seek your consent, a minimum amount of personal information is used, and the personal information is handled in accordance with strict standards. We will seek your consent prior to the use or disclosure of patient information for purposes other than those listed above, such as for fundraising activities.

### Access to your information

You are entitled to request access to all personal information including your health record held by health service providers in NSW. Normally you will be asked to apply for access in writing and provide identification. You may be charged a fee if you request copies of your personal information or health record. Access to your personal information may be declined in special circumstances, such as where giving access would put you or another person at risk of harm. If you believe the information we hold about you is incorrect and an error has been made, please let us know and we will correct the information. If we believe the information is correct, you may request for your view to be noted on the record. Requests for access to or correction of your health record should be addressed either to the Medical Record Department or the General Manager of the health service facility you attended.

**An Official Visitor may be able to help you**

**Who and what is an Official Visitor?**

We are appointed by the Minister for Health to visit people in mental health inpatient facilities and are available to assist consumers on community treatment orders.

We are independent and come from the community from a range of cultural, professional and personal backgrounds.

**What do the Official Visitors do?**

We aim to safeguard standards of treatment and care, and advocate for the rights and dignity of people being treated under the *NSW Mental Health Act 2007*.

We make regular visits, talk to patients, inspect records and registers, report on the standard of facilities and services, liaise with staff about any issues or concerns, and report any problems to the Principal Official Visitor and/or the Minister for Health.

**How can an Official Visitor help you?**

We listen to your concerns and help you resolve it, or, with your permission, we act to resolve it on your behalf.

**Telephone 1800 208 218**  
9am to 5pm – Monday to Friday

**Who can contact an Official Visitor?**

Patients (consumers), carers, family, friends, staff and other people with an interest in the care and treatment of people with a mental illness.

**How can you contact an Official Visitor?**

We visit hospitals once a month. Let staff know if you want to see an Official Visitor during our next visit.

If you do not see an Official Visitor when we visit, you can telephone **1800 208 218** between 9am and 5pm free of charge, Monday to Friday. In order for an Official Visitor to contact you, you need to tell the person who answers the phone:

- your name
- where you are (and phone number)

If you urgently want to see or speak to an Official Visitor outside of these hours, phone **1800 208 218** and leave a message, or ask the Hospital staff to arrange it for you.

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

You can also leave a letter in the Official Visitors Box in the ward, or write to:

**Official Visitors**  
Locked Bag 5016, Gladesville NSW 1675

Or visit the website at [www.ovmh.nsw.gov.au](http://www.ovmh.nsw.gov.au)

**Telephone 1800 208 218**  
9am to 5pm – Monday to Friday

**Location of our Services**

*Mental Health Services are accessible in all geographical regions in the Hunter New England area*

<b>Office of the Public Guardian</b>	
Phone:	(02) 8688 2650; 1800 451 510
Fax:	(02) 8688 9797
<b>Office of the Protective Commissioner</b>	
Phone:	(02) 8688 2600, 1300 360 466 (outside Sydney); 1800 882 889
<b>Mental Health Advocacy Service</b>	
Phone:	(02) 9745 4277