

Family, friends and support people



This easy read information sheet is about how people you trust can support your mental health.



Mental health care can be confusing.

Mental health is about how you think and how you feel.

It is good to have support from people you trust.

This could be

- a family member
- a friend
- a support person



You can take someone you trust to your mental health check ups when that helps you.



People you trust can help you give information to **mental health workers**.

They can also help you get the information you need.



Mental health workers are people who work to help you with your mental health.



It is OK if you **do not want** your family and support people to be involved in your treatment.

If you go to hospital for your mental health



You can ask the hospital workers when

- your family
- your friends
- your support person

can come and visit you.



When you are in hospital for mental health treatment you can choose 1 or 2 people to be your **designated carers**.



A **designated carer** is a person who you have chosen to be told information about your mental health.

Designated carers are people who you know well.



You can also tell the mental health workers who your **principal care provider** is.

Your **principal care provider** is the main person who helps or cares for you when you are at home.



You can choose who your principal care provider is.

If you do not choose who your principal care provider is, your doctor chooses one for you.



Your doctor will not choose someone you do not want as your principal care provider.



Your designated carers and principal care provider will be told

- about your treatment plans
- information to support you when you leave hospital



When you go home it is good to have people you trust to help your **recovery**.

Recovery is getting better so you can do the things you want to do.



If you are in hospital and think the mental health workers are not giving you or your

- family
- friends
- support persons

the right information you can talk to an **Official Visitor**.



Official Visitors are people who visit the hospital.

Official Visitors make sure people in hospital are treated well.

They do not work for the hospital.

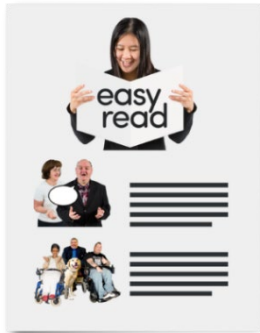
Official visitors can also help people on community treatment orders.



To make an appointment with an Official Visitor call **1800 208 218**.

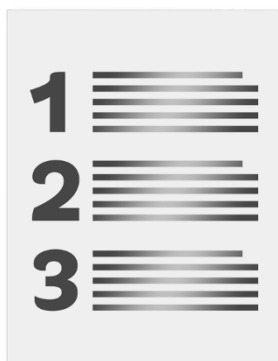
It is free to call this number.

You can also ask someone you trust to call for you.



There is an easy read information sheet with more details about **Getting help** or go to

www.3dn.unsw.edu.au/projects/easyread.



There is a list of what some **words** mean in this information sheet **here** or go to

www.3dn.unsw.edu.au/projects/easyread.

Easy read information on public mental health services in New South Wales

The NSW Mental Health Act- The role of family, friends and support people

Authors

Janelle Weise¹, Bronwyn Newman¹, Claire Eagleson¹, Karen Fisher², and Julian Trollor¹.

¹Department of Developmental Disability Neuropsychiatry, School of Psychiatry, Faculty of Medicine, UNSW Sydney

²Social Policy Research Centre, Faculty of Arts and Social Sciences, UNSW Sydney

This information sheet is part of a series of easy read resources explaining

- how people can access public mental health services in New South Wales and
- what they can expect.

For information on how to support people to use easy read see [**Making mental health information accessible for people with intellectual disability – A Toolkit**](#)

© Department of Developmental Disability Neuropsychiatry
UNSW Sydney 26.11.20 v1

No changes can be made without author consent.