

Getting help



This easy read information sheet is about the people you can ask when you have questions about your **mental health** care.

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



You might have questions about things like staying in hospital or medicines you take.

There are many people who you can ask.

You can talk to someone you trust.



This could be

- a family member
- a friend
- a support person
- a health worker

You can talk to the **mental health workers** you see.



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

This could be

- a doctor
- a nurse
- another mental health worker

If the mental health workers do not answer your questions you can talk to an **Official Visitor**.



Official Visitors make sure people who are getting mental health care are treated well.

Official Visitors visit hospitals.

They also help people on community treatment orders.

They do not work for the hospital or mental health services.



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.



To write to an Official Visitor you can email

OfficialVisitorsProgram@health.nsw.gov.au



For more information about Official Visitors see the website

<https://officialvisitorsmh.nsw.gov.au>



To ask to see an Official Visitor in hospital you can put a note in the Official Visitor box at the hospital.

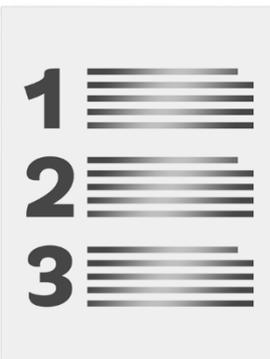


If you are not happy about the mental health care you are getting you can make a **complaint**.

A **complaint** is when you tell someone you are not happy with something.



There is an easy read information sheet about **Making a complaint** 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- Getting help

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.