

Sharing your information



This easy read information sheet is about health workers keeping your information **confidential**.

Confidential means information about you that people should not share with others.

Health workers only share confidential information when

- you say it is OK or
- when there is a good reason or
- when the law says they must



Name *R. Smith*

Address *224 West St*

Manchester

Phone Number

When you go to a mental health service or hospital you fill in many forms.



Health workers will ask you questions about

- who you are
- where you live
- how you feel



Health workers need to explain what they ask in a way that you understand.

You can ask them questions so that you understand.



You can ask health workers who they will share your information with.

You can ask health workers where they will keep information about you.



Health workers should ask for your **consent** to collect information about you.

Consent is when you give permission or agree something is OK.

Sometimes they do not need to ask you.



Health workers can only share information about you if

- you said they could tell a family member or support person
- they need to get help to stop you or another person getting hurt
- when they need to for your treatment
- the law says they must



If you have a **guardian** who makes decisions about your health they will be told information about you.

A **guardian** is a person who helps you make decisions about parts of your life when you cannot make decisions by yourself.



You can talk to the health worker if you want to know more about confidential information.

You can also talk to someone you trust.



That might be

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



You can also talk to an **Official Visitor**.

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

They can help

- people in hospital
- people on a Community Treatment Order

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.



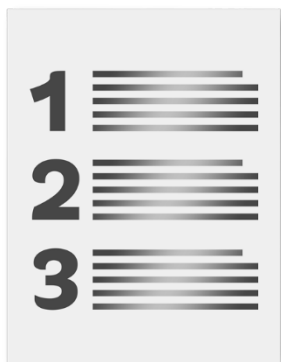
If you need legal help you can call the Mental Health Advocacy Service.

You can also ask someone you trust to call the Mental Health Advocacy Service for you.

The Mental Health Advocacy Service phone number is **9745 4277**.



There is an easy read information sheet 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.

The NSW Mental Health Act- Sharing your information

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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**](#)

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