



ACT
Government
Health

Mental Health, Justice Health and Alcohol & Drug Services (MHJHADS)

A source of information and support
for people subject to the provisions
of the Mental Health Act 2015



ACT Civil & Administrative Tribunal (ACAT)

The ACT Civil & Administrative Tribunal hears applications for mental health orders for the treatment, care, control, rehabilitation and protection of people who have a mental illness or mental disorder. (For further information on the ACAT can be found in the publications, Emergency Apprehension and Detention and Mental Health Orders)

ACAT

Phone: (02) 6207 1740

Fax: (02) 6205 4855

Address: ACT Health Building Level 4,
1 Moore St Canberra City

Mail: GPO Box 370 Canberra City
ACT 2601

Email: tribunal@act.gov.au

Web: www.acat.act.gov.au

ACT Supreme Court

A person can appeal to the Supreme Court about the decision made by the ACAT.

ACT Supreme Court

Phone: (02) 6207 1709

Fax: (02) 6205 9590

Hours: 8.30 am to 4.51 pm Mon to Fri

Address: ACT Supreme Court 6 Knowles Place
Canberra City ACT 2601

Mail: GPO Box 1548, Canberra City ACT 2601

Email: supreme.court@act.gov.au

The Chief Psychiatrist

The Chief Psychiatrist is appointed by the Minister and has overall responsibility for providing treatment, care, rehabilitation and protection for people who have a mental illness in the ACT. The Chief Psychiatrist must make reports and recommendations to the Minister concerning the above.

In particular, the Chief Psychiatrist, or delegate is responsible for determining the treatment and care of a person who is under an involuntary psychiatric treatment order. This needs to be done in consultation with the ACAT and the Community Advocate and, whenever practicable, with the person who is the subject of the order.

The Chief Psychiatrist

Phone: (02) 6205 0687

Fax: (02) 6205 1644

Email: chiefpsychiatrist@act.gov.au

Hours: 08.30 am – 16.51 pm Weekdays

The Public Advocate (PA)

The Public Advocate (PA) promotes and represents the best interests of people with a mental illness or mental disorder. The PA visits the Adult Mental Health Unit (AMHU) located at Canberra Hospital to uphold the protection of the rights of people who have been involuntarily detained, and who may be subject to applications for orders before the ACT Civil Administrative Tribunal (ACAT). (For further information refer to the publications: *Emergency Apprehension and Detention and Mental Health Orders*).

The Public Advocate of the ACT

Phone: (02) 6207 0707
Fax: (02) 6207 0688
Hours: 9.00 am to 5.00 pm Mon to Fri
Address: Level 3 - 12 Moore Street Canberra City ACT 2601
Mail: PO Box 1001 Civic Square ACT 2608
Email: PA@act.gov.au

Legal Aid Office (ACT)

The Legal Aid Office (ACT) can provide free advice and assistance by appointment or over the phone to ACT residents for most legal problems. A person may need to apply for a grant of aid if they require further advice and legal representation. More extensive legal advice and representation is available to people who qualify for a grant of legal aid.

In order to qualify for a grant of aid your application will be subject to income, assets and merits test. A person should be eligible for a grant of aid if they are subject to proceedings under the *Mental Health Act 2015* and if they meet the means tests.

Legal Aid Office (ACT) - City Office

Phone: (02) 6243 3411
Fax: (02) 6243 3435
Hours: 8.30 am to 5.00 pm Mon to Fri
Address: 2 Allsop Street Canberra City ACT 2601
Mail: GPO Box 512 Canberra City ACT 2601
Email: legalaid@legalaid.canberra.net.au

Welfare Rights and Legal Centre

The Welfare Rights and Legal Centre is a free community legal service for low-income earners in the ACT. The Centre gives practical help so a person can exercise their legal rights. It provides information, assistance and representation in Centrelink/Income Support issues and public and private tenancy matters.

The Centre conducts research and makes submissions for the reform of law or government policy and legislation affecting low-income earners. Other services include:

- Night Time Legal Service
- Community Advice Program
- Disability Discrimination Legal Service
- Tenants Advice Service

Welfare Rights and Legal Centre

Phone: (02) 6218 7900
Fax: (02) 6257 4801
Hours: 9.00 am to 5.00 pm Mon to Fri
(ring to make an appointment.)
Address: First Floor, 21 Barry Drive, Turner ACT 2602
Mail: GPO Box 337 Civic Square ACT 2608
Email: Wric@netspeed.com.au

Aboriginal Legal Service

ALS is an Aboriginal community organisation giving information and referral, and legal advice and court representation to Aboriginal and Torres Strait Islander men, women and children across NSW and ACT.

ALS have 23 offices and 187 Aboriginal and non-Aboriginal staff across NSW and ACT determined to get justice for Aboriginal people and the community.

Colonial Mutual Building, Level 3,

17-21 University Avenue

Canberra City ACT 2601

Telephone: +61 (2) 6249 8488

Fax: +61 (2) 6262 5226

ACT Disability, Aged and Carer Advocacy Service (ADACAS)

ADACAS promotes, protects and defends the rights of people with disabilities, older persons and their carers. Advocacy involves representing and working with a person or group of people who may need support and encouragement to exercise their rights, in order to ensure that their rights are upheld.

ADACAS

Phone: (02) 6242 5060 TTY: 6242 5065

Fax: (02) 6242 5063

Hours: 9.00 am to 5.00 pm

Address: Suite 207 Block C, Canberra Technology
Park Phillip Ave Watson ACT 2602

Mail: GPO Box 144 Dickson ACT 2602

Email: adacas@ozemail.com.au

Official Visitors

Official Visitors are appointed by the Minister to visit and assess in-patient mental health facilities in the ACT. Their role is to help ensure that mental health services are providing the best possible care to people who need those services. This includes protecting the dignity and self-respect of people with mental illness.

Official Visitors make inquiries as to the care and treatment of patients, examine records and investigate any complaints from a person receiving treatment or care for mental illness. They check whether the in-patient units are operating within the Mental Health Act. They also provide reports directly to the Minister for Health about their work.

Official visitors visit the public mental health in-patient facilities at least once a month.

Persons wishing to speak with an Official Visitor can:

- contact the Official Visitors directly by phone, fax or letter;
- place a written request in the Official Visitors' box available at each public in-patient unit;
- ask a nurse or other staff member to tell the Official Visitor that you wish to speak with her/him; or
- approach an Official Visitor when he or she is at the unit.

Official Visitors

Phone: 6207 9800

1800 150 036

Hours: 9:00 am to 4:00 pm Mon to Fri

Address: 221 London Circuit (Cnr London Crct and Nangari Street) ACT 2601

Carers ACT

Carers ACT are a non-government, not-for-profit association that relies on public and private sector support to fulfill our mission with, and on behalf of, carers.

Carers ACT's information and advice provides a 'one-stop shop' for carers to find out about and access the support they need. We provide information on more than 700 community care services in the ACT, including those we provide directly. We will help you locate and access services appropriate for your family's unique caring situation, let you know about eligibility requirements as well as any associated costs

2/80 Beaurepaire Crescent Holt ACT 2615

Phone: (02) 6296 9900

Fax: (02) 6296 9999

Hours: 8.30 am to 5.00 pm Monday to Friday

Mental Health Consumer Network

The ACT Mental Health Consumer Network is a consumer-led peak organisation representing the interests of mental health consumers in the ACT in policy and decision-making forums. The Network is committed to social justice and the inclusion of people with experience of mental illness.

The ACT Mental Health Consumer Network is an organisation that is run by consumers for consumers. The aim is to bring about a higher standard of health care in the mental health sector through representation, lobbying and active involvement in new developments in the mental health sector.

Griffin Centre Level 2, Room 11
20 Genge Street
Canberra City, ACT 2601
Phone: (02) 6230 5796
Fax: (02) 6230 5790
Email: actmhcn@actmhcn.org.au

Mental Health Community Coalition

Is a peak body representing the not-for-profit community mental health sector in the ACT. The Coalition promotes a diverse range of community agencies and local consumer and carer groups that support people recovering from a mental illness in the community. Has a unique governance structure known as the Consumer and Carer Caucus which provides direct policy advice and hosts a range of forums, community education sessions and provides timely advice to government and key stakeholders.

Room 1.06, Lvl 1, Griffin Centre, 20 Genge St,
Canberra City ACT 2601
Telephone: (02) 6249 7756
Fax: (02) 6249 7801
Email: admin@mhccact.org.au

The ACT Human Rights Commission

The work of the ACT Human Rights Commission is carried out in accordance with the Human Rights Act 2004. The Office investigates and, if appropriate, tries to resolve formal complaints of discrimination, sexual harassment and racial vilification under the Act. The Office provides education and information programs about a wide range of discrimination issues to the ACT community.

ACT Human Rights Commission

Phone: 6205 2222

Hours: 9.00 am to 5.00 pm Mon to Fri

Address: Level 412 Moore Street Canberra City
ACT 2601

Mail: GPO Box 158 Canberra ACT 2601

Email: human.rights@act.gov.au

ACT Health Services Commissioner

The Health Services Commissioner works with consumers and providers to:

- improve health and community services;
- promote consumer rights; and
- provide an accessible and independent means of addressing complaints.

The Health Services Commission

Phone: 6205 2222

TTY: 6205 1666

Hours: 9.00 am to 5.00 pm Mon to Fri

Address: Level 4, 12 Moore St Canberra City
ACT 2601

Mail: GPO Box 158 Canberra ACT 2601

Email: health.rights@act.gov.au

ACT Ombudsman

You can make complaints about a decision of the ACT Government by contacting the Commonwealth Ombudsman who is also the ACT Ombudsman.

ACT Ombudsman

Phone: 1300 362 072

Fax: 6276 0123

Hours: 8.30 am to 5.00 pm Mon to Fri

Address: Level 5, Children's Square, 14 Childers St
Canberra City ACT 2601

Mail: PO Box 442 Canberra ACT 2601

Email: ombudsman@ombudsman.gov.au

Feedback

Mental Health, Justice Health and Alcohol and Drug Services encourage and support consumer and carer participation and feedback. If you wish to provide comments your first point of contact should be the team leader of the Mental Health Team you are working with. This will allow you to confidentially discuss the matter, and in the case of a complaint seek a resolution at this point. If your complaint is not resolved to your satisfaction at this point, the Team Leader will provide you with the Consumer Listening and Learning Feedback Form. The form should then be sent to the Consumer Engagement and Feedback Team.

If assistance is required to complete the form and ensuring the relevant information is provided, please contact the Consumer Engagement Feedback Team.



Phone 6244 2740



Fax 6244 4619



Hours 8.30 am to 5.00 pm Monday to Friday



Mail Consumer Engagement Feedback Team, GPO Box 825 Canberra ACT 2601



Email HealthFeedback@act.gov.au

Translation Services: MHJHADS is committed to providing services that are culturally sensitive and which are easily accessible by consumers from diverse cultural and linguistic backgrounds. Access to interpreter facilities is available throughout the service with 24 hours notice. If an interpreter is required, or you have specific cultural care requirements, please contact your regional team.

Mental Health Justice Health Alcohol and Drug Services (MHJHADS) is a smoke free environment in line with the ACT Health's Smoke Free Workplace Policy.

For more information on the smoke-free environment initiative go to:

<http://www.health.act.gov.au/health-services/mental-health-act/smoke-free-environment>

Accessibility

The ACT Government is committed to making its information, services, events and venues as accessible as possible.

If you have difficulty reading a standard printed document and would like to receive this publication in an alternative format such as large print, please phone 13 22 81 or email HealthACT@act.gov.au



If English is not your first language and you require the Translating and Interpreting Service (TIS), please call 13 14 50.

If you are Deaf, or have a speech or hearing impairment and need the teletypewriter service, please phone 13 36 77 and ask for 13 22 81.

For speak and listen users, please phone 1300 555 727 and ask for 13 22 81. For more information on these services visit <http://www.relayservice.com.au>

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