

How to access a Rights Adviser?

Any patient or relevant support person receiving care from a mental health service can contact a Rights Adviser.

You can contact the Rights Adviser directly yourself, or ask your supporting clinician to assist with making contact.

You do not need permission from the treating team to access a rights adviser.

A Rights Adviser can be contacted on the phone number or email address listed under the contact information (***see back page***).

A nominated person, family member or other relevant person can request support from a rights adviser.

When making contact please leave a name, contact phone number and a brief description of the request for support.

Contact details

Rights Adviser

Townsville Hospital and North West Hospital and Health Services

Phone: (07) 4433 1399 / (07) 4433 5065

Mobile: 0409 064 008 / 0436 655 256

Email: TSV-IPRA@health.qld.gov.au

As part of our commitment to patient care you will be given the opportunity to complete a short survey at the completion of your service to assist us to ensure the Rights Adviser role continues to meet your needs.

Townsville Hospital and Health Service
100 Angus Smith Drive, Douglas QLD 4810

Published by Townsville Hospital and Health Service
www.townsville.health.qld.gov.au



Partnering with Consumers - This patient information brochure supports National Safety and Quality Health Service Standard 2. Consumers and/or carers provided feedback on this patient information.



© The State of Queensland (Townsville Hospital and Health Service) 2023, creativecommons.org/licenses/by/3.0/au

Independent Patient Rights Adviser (referred to as Rights Adviser)

For consumers and their support people under
the *Mental Health Act 2016*



What is a Rights Adviser?

- The Rights Adviser can give patients and support persons information about their rights under the *Mental Health Act 2016*
- The Rights Adviser can assist patients and support persons to work with their treating team to enhance patient care
- The Rights Adviser is employed separately to the mental health team. The Rights Adviser's independence from the mental health team enables them to provide impartial advice and support to patients
- Support is provided without any influence from the treating team to best allow for your concerns to be heard
- They are trained to assist patients and support persons to understand their rights and work with your clinical team to discuss your concerns.

How can a Rights Adviser help?

Support options could include:

- Providing you information about the *Mental Health Act 2016*
- Assist you to work with the treating team
- Develop skills to help you communicate with the treating team
- Support you with preparation for Mental Health Review Tribunals
- Assist you to find a nominated support person
- Work with families and support persons
- Help the patient or support person to communicate their views, wishes and preferences about their treatment and care
- Advise the patient of the benefits of an advance health directive or an enduring power of attorney
- Assist you to connect with legal professionals.

The Rights Adviser is unable to:

- Provide medical advice
- Advise which medication would be best
- Change leave conditions
- Make Centrelink enquiries
- Provide legal advice
- Support with housing.

We recommend contacting your mental health treating team to source information for these matters.

Although the Rights Adviser cannot directly provide the above information, support can be given to have these conversations with your treating team.

