



Official Visitors  
Program



Our Vision is  
to ensure mental  
health treatment  
and care is always  
given in a humane  
and dignified  
way.

Get in touch or call

all information is treated  
confidentially

1800 208 218

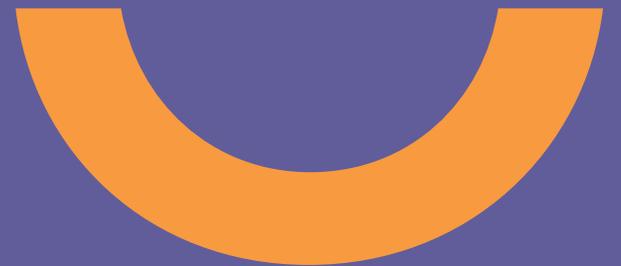
email: [officialvisitorsprogram@health.nsw.gov.au](mailto:officialvisitorsprogram@health.nsw.gov.au)

[www.officialvisitorsmh.nsw.gov.au](http://www.officialvisitorsmh.nsw.gov.au)

Official Visitors Program  
Locked Bag 5016,  
Gladesville NSW 1675

# 1800 208 218

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There are four ways you can talk to an Official Visitor;

1. When they visit this facility
2. Leave a written note in the Official Visitors Box
3. By phone
4. By email

all information is treated confidentially

What can Official Visitors do for you and your carers and who are we?

You can ask Official Visitors:

- To assist you to talk to staff (doctors, nurses, social worker, peer worker)
- To assist you to make requests and have your voice heard
- About your rights
- About things that you are worried about

Official Visitors are people:

- With experience talking to staff in mental health services
- Independent from NSW Health
- Appointed by the Minister for Mental Health

Official Visitors talk to:

- People in a mental health unit, Emergency Departments or people with a Community Treatment Order
- Your family, friends and carers
- A variety of NSW Health staff