

## Information for consumers

Independent Mental Health Advocacy (IMHA) is an advocacy service for people on compulsory treatment orders under the *Mental Health Act 2014* (Vic).

Receiving compulsory treatment can be a lonely and frightening experience. IMHA can assist you to make decisions about, and be involved in, your mental health assessment, treatment and recovery.

IMHA is a service delivered by Victoria Legal Aid, but is not a legal service. IMHA is independent of mental health and other services.

This sheet sets out information about IMHA services. Your IMHA advocate can provide you with further information and answer your questions.

### Role of an IMHA advocate

Your IMHA advocate:

- will listen to what you want and talk to you about your options
- will give you information about the mental health system and how to act on your rights
- may advocate directly with your treating team or other services, or provide coaching for you to self-advocate
- may refer you to other support services if you request this

Your IMHA advocate can arrange a qualified interpreter to assist, if requested.

### Free, independent and confidential service

Your IMHA advocate:

- will act on your directions
- will not take action without your consent
- will not be guided by what others may consider to be in your best interests

Any information that you provide to your IMHA advocate is confidential. It will only be disclosed to another person if you direct your advocate to do so or in exceptional circumstances.

You can also ask your advocate about how IMHA protects the privacy of your personal information and how you can access this personal information.

### Feedback and complaints

IMHA welcomes your feedback and suggestions. It is important to improving the IMHA service.

If you have a complaint about IMHA, please see the back page for more contact details.

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## How to contact IMHA and find out more

### You can contact your IMHA advocate by:

- Calling your advocate on (03) 9093 3701
- Sending an email to [advocates@imha.vic.gov.au](mailto:advocates@imha.vic.gov.au)

### To find out more about IMHA, you can:

- Visit the website [www.imha.vic.gov.au](http://www.imha.vic.gov.au)
- Call the IMHA phone line 1300 947 820, which is staffed by IMHA advocates 9:30am – 4:30pm Monday to Friday (except public holidays)

### If you wish to provide feedback or make a complaint, you can:

- Speak to your IMHA advocate or call the IMHA Manager on (03) 9093 3701
  - Send an email to [advocates@imha.vic.gov.au](mailto:advocates@imha.vic.gov.au)
  - Via the feedback section of the website [www.imha.vic.gov.au](http://www.imha.vic.gov.au), which feedback can be provided anonymously
  - Call Victoria Legal Aid's complaints team on (03) 9280 3789. Further information is available from the complaints section of the website [www.imha.vic.gov.au](http://www.imha.vic.gov.au)
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