Want to Lodge a Complaint?

1) Make sure you have raised the issue with the health care provider or staff first before taking next steps.
2) If you would like to escalate the matter further, you can lodge a complaint online to the Health Care Complaints Commission at https://ecomplaints.hccc.nsw.gov.au or call 1800 043 159.

Need Advocacy Support?

Visit the Official Visitors website https://officialvisitorsmh.nsw.gov.au/ or call 1800 208 218 for more information.

Need Legal Support

Contact the Mental Health Advocacy Service, Legal Aid on 1300 888 529. You can also visit their website https://www.legalaid.nsw.gov.au/

BEING – Mental Health Consumers is the independent, state-wide, peak organisation representing the views, perspectives and experiences of people who live with mental health issues in NSW. Our primary focus is to ensure the voices of people living with mental health issues are heard by decision makers, service providers, and the community, and recognised for the valuable expertise they bring to system and service reform.

Supported by NSW Health, BEING has developed this series of resources to help you learn about your rights as a mental health inpatient under the NSW Mental Health Act and the advocacy supports available to you.

For more information about BEING
visit **being.org.au**
contact **info@being.org.au**
or call **1300 234 640**

To view an expanded version of this resource online, scan this QR code.

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NSW GOVERNMENT
Being Mental Health Consumers

Mental Health and Your Rights

Community Treatment Order (CTO)

KNOW YOUR RIGHTS

What is a Community Treatment Order?

A Community Treatment Order (CTO) is a legal order made by the Mental Health Review Tribunal.

When subject to a CTO, you may be required to take medication or receive ongoing care support such as therapy when living in the community.

By not following the legal orders of a CTO you may be admitted to a mental health unit for treatment, including medication.

What is the Purpose of a CTO?

A CTO allows for people who need extensive mental health care and support to live in the community and receive mental health treatment without having to stay in a mental health unit.

Who Can Receive a CTO?

A CTO can be made by the Mental Health Tribunal for a person who is either staying at a mental health unit (either voluntarily or involuntarily) or already living out in the community.

When Would Someone Receive a CTO?

A CTO is usually given if you are mentally unwell and would benefit from an order which is intended to keep you safe and well supported when living in the community. It requires you and your treatment team to follow a detailed treatment plan.

The Mental Health Review Tribunal has to be satisfied that this treatment plan is appropriate and can be effectively implemented in the community.

How Long Does a CTO Last?

A CTO can last up to 12 months and ends when the order expires, or 12 months after the order was made.

A CTO can also end if:

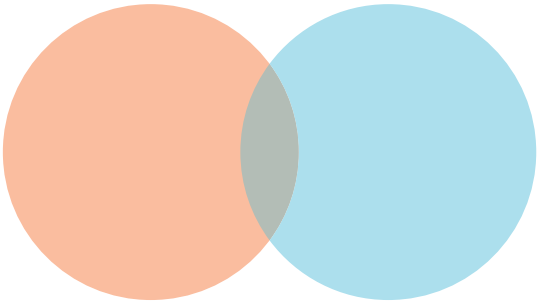
- The director of the mental health unit decides you do not need a CTO
- You successfully appeal the CTO to the Supreme Court
- The Mental Health Review Tribunal decides you no longer need a CTO
- The Mental Health Review Tribunal decides the order has no effect

EXERCISE YOUR RIGHTS

Can I Appeal a CTO?

You have the right to appeal a CTO if:
- It is for longer than 6 months; or
- No time frame has been given

How Can I Appeal a CTO?

If the CTO was authorised by the Mental Health Review Tribunal, then you can appeal the decision to the Supreme Court.

If you wish to make an appeal to the Mental Health Review Tribunal or Supreme Court, please contact the Mental Health Advocacy Service for advice [contact details found on back of pamphlet].