

## Other important information



### Interpreter services

Gold Coast Health provides interpreter services for patients attending the hospital who are from non-English speaking backgrounds. If you require the assistance of an interpreter, please indicate this on your registration form and advise the hospital prior to any medical appointments.



**Interpreter services are provided free-of-charge to all patients who require the service, including non-Medicare patients.**



For further information, please contact:

### Independent Patient Rights Advisor

1 Hospital Blvd, Southport Qld 4215  
e: [IPRA\\_GCHHS@health.qld.gov.au](mailto:IPRA_GCHHS@health.qld.gov.au)  
t: 1800 316 678

# Independent Patient Rights Advisor

Support for people with mental illness  
*Mental Health Act 2016*



## What is an Independent Patient Rights Advisor?

The Independent Patient Rights Advisor (IPRA) can give patients and support persons information about their rights under the *Mental Health Act 2016*.

An IPRA helps patients and their support people to understand their rights under the *Mental Health Act 2016*. Gold Coast Health has appointed a team of Independent Patient Rights Advisors to provide patients with information about their rights and liaise with their treatment team to enhance patient care.

The IPRA is employed independently from the mental health team, which enables them to provide impartial advice and support to patients.

Support is provided without any influence from the treating team to best allow for patient concerns to be heard.

An IPRA is able to assist patients and support persons to understand their rights and work with their clinical team to discuss their concerns.

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## How can an IPRA help you?

- Provide advice about your rights under the *Mental Health Act 2016*.
- Help to provide information about the Mental Health Review Tribunal.
- Help to understand your rights at the Mental Health Review Tribunal.
- Assist with engaging representatives for the Mental Health Review Tribunal.
- Work with families and support persons.
- Help you or your support person communicate your views, wishes and preferences about your treatment and care.
- Advise you of the benefits of an advance health directive for mental health or an enduring power of attorney.

## The IPRA is unable to:

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

If you require support in these areas, contact your mental health treating team to source information.

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

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## How to access an IPRA

Any patient or relevant support person receiving care from an authorised mental health service can contact an Independent Patient Rights Advisor.

You can contact the IPRA directly yourself via phone or email Monday to Friday between 8 am and 4 pm.

You can also ask your supporting clinician to assist with making contact.

You do not need permission from the treating team to access IPRA services.



**The Gold Coast Health IPRA team can be contacted via email and phone:**

e: [IPRA\\_GCHHS@health.qld.gov.au](mailto:IPRA_GCHHS@health.qld.gov.au)

t: 1800 316 678

A nominated person, family member or other relevant person can request support from an IPRA.

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