WHAT IS THE COMMUNITY VISITOR PROGRAM (CVP)?
The CVP protects and promotes the rights of people receiving treatment from NT mental health, disability, and mandatory alcohol services, and works to ensure a high quality of treatment and services in the Northern Territory.

WHAT DOES THE CVP DO?
Offers a specialist complaints service for people receiving treatment / affected persons in NT mental health, disability and alcohol mandatory treatment facilities.

Monitors services in residential and inpatient facilities:
Mental Health: Darwin Inpatient Unit (TEMHS)
Alice Springs Mental Health Unit (MH-CAHS)
Alcohol: AMT Assessment and Treatment
Mandatory: Facilities in Darwin, Alice Springs, Katherine and Tennant Creek
Disability: Secure Care Facility Alice Springs

And other agencies and approved places in the NT.

» The CVP provides advocacy and support for people receiving treatment and/or their carers, or nominated contact person.
» The CVP is responsible for inspection of records, including complaints registers, restrictive practices and seclusion registers.
» These functions of the CVP are achieved through the following mechanisms; routine visits by the Community Visitors and Community Visitor Panel functions.

Community Visitor Program
The Community Visitor Program (CVP) is an independent service located in the Anti-Discrimination Commission.

The CVP’s purpose is to protect the rights of people receiving treatment under the:
» Mental Health and Related Services Act
» Disability Services Act
» Alcohol Mandatory Treatment Act

Any person who is receiving treatment from mental health services, alcohol mandatory treatment or disability secure care, or any person with a genuine interest in the person receiving treatment may contact the Community Visitor Program.

PHONE 08 8999 1451
FREE CALL 1800 021 919

The Community Visitor Program
c/ Anti-Discrimination Commission
LMB 22 GPO, Darwin NT 0801
cvpprogramadc@nt.gov.au
www.cvp.nt.gov.au
HOW TO ACCESS THE CVP
You can contact the Community Visitor Program if you are receiving treatment from NT mental health, disability or mandatory alcohol services.

If you have a ‘genuine interest’ in a person receiving mental health, disability or mandatory alcohol treatment, you can also contact us.

This includes:
» People receiving treatment / affected persons
» Family members
» Carers
» Friends
» Service providers and associated staff

COMPLAINTS
The CVP aims to resolve complaints and enquiries by working with the person making the complaint and with the staff of the service. Depending on the nature of the complaint and the preferences of the person lodging the complaint, the community visitor may also undertake a formal investigation.

ADVOCACY
Sometimes, a person who is receiving treatment believes that issues of significance are not receiving adequate attention from staff.

The Community Visitor will work with the person receiving treatment / affected person to decide the best way to resolve these issues.

This may involve:
» Assisting the person to speak to relevant staff
» Speaking to staff on the affected person’s behalf
» Lodging an internal complaint
» Complaining to an external agency
» Providing information about rights
» Attending meetings and Tribunal Hearings when requested to do so

If a complaint indicates that there may be a broader problem, the CVP has a responsibility to investigate further. The CVP will raise issues with the management of services to determine the most appropriate resolution. If the issue is not resolved, the CVP may make a recommendation to the service.

MONITORING
Community Visitor Panels are responsible for the monitoring of mental health, disability and mandatory alcohol inpatient services in the NT.

Community Visitor Panels must visit facilities once every six months. During these visits, the Panel must enquire into the quality of treatment and services and the standard of facilities in which these services are received.

INSPECTION
The CVP ensures that seclusion registers and registers of restrictive practices are inspected once every six months. This ensures that all use of restrictive practices and seclusions in the NT occur in accordance with the relevant legislation.

Complaints register for AMT Centres, TEMHS and MH-CAHS are also inspected every six months.