



About ACT Official Visitors

ACT Official Visitors can help people get better services

The ACT Government made ACT Official Visitors

Who is ACT Official Visitors for?

ACT Official Visitors is for people who receive services when they stay at or live in

- A prison for adults or young people
- A home for children and young people who live without their parents
- Nursing homes
- Homes for people with disability
- Supported accommodation for people with mental ill health
- Supported accommodation for people with disability
- Group homes for people with mental ill health
- People living in hospital
- People with disability and mental ill health who cannot live at home

The Official Visitor also listens and looks at services for people who are homeless

How does it work?

A person called the Official Visitor will visit you where you live:

- Home
- Hospital
- Nursing home
- Group home

The Official Visitor will talk to you

It is their job to listen

Tell the Official Visitor what you like about your services

Tell the Official Visitor what you do not like

Tell them about the things you do

Tell the Official Visitor what you would like change about the things you do

Tell the Official Visitor what you would like change about your services

**Aboriginal and Torres Strait Islander people can talk with the
Aboriginal and Torres Strait Islander Official Visitor.**

You or someone you trust can contact an Official Visitor

- Phone 1800 150 036
- E-mail ovs@act.gov.au
- Contact an Official Visitor

[Contact an Official Visitor](#)

How can talking to the Official Visitor help me?

The Official Visitor will listen to you

The Official Visitor will look at the services you use

They will talk to the people looking after you

Then the Official Visitor will see if they are doing the best job for you

If there is something that can be better the Official Visitor will work with you and the people looking after you to change it.

Who else might be involved?

The Official Visitor might need to work with other people.

They are the best people to fix some things.

This could be:

- The Public Advocate
- Public Trustee and Guardian
- Human Rights Commissioner
- Disability and Community Services Commissioner
- Health Services Commissioner
- Children and Young People Commissioner

The Official Visitor may also work with your:

- family
- carer
- case workers

Do I have to talk to the visitor?

You choose to talk to the Official Visitor

or not to talk to the Official Visitor

You choose what to tell the Official Visitor

What about my Privacy?

All people have a right to privacy

Privacy means you decide what other people know about you

The visitor must respect your privacy

You decide what the Official Visitor can tell other people about you

The Rules

The Official Visitor has rules

The rules say what the Official Visitor can do

The rules say what the Official Visitor can or cannot do

The rules are:

- [Official Visitor Act 2012](#)
- [Official Visitor Guidelines 2020](#)
- [Disability Services Act 1991](#)
- [Children and Young People Act 2008](#)
- [Corrections Management Act 2007](#)
- [Mental Health Act 2015](#)
- [Housing Assistance Act 2007](#)

Ask a person you trust to explain the rules

Who does the Official Visitor report to?

The rules say the Official Visitor will report to:

- The Minister for Families and Community Services
- The Minister for Mental Health
- The Minister for Corrections
- The Minister for Disability
- The Minister for Homelessness and Housing Services
- The Assistant Minister for Families and Community Services
- The Minister for Human Rights.

The Official Visitor will also send a report to the Official Visitors Board

Want to know more?

To get more information about ACT Official Visitors:

- Phone 1800 150 036 to speak to the Official Visitor
- E-mail ovs@act.gov.au
- Or visit the [ACT Official Visitors website](#)

You can also call the **Executive Officer** of ACT Official Visitors.

The Executive Officer can:

- Take messages for the Official Visitor
- Help you if you have problems talking to the Official Visitor
- Call the Executive Officer on 02 6207 0978

ACT Official Visitors thanks ADACAS for permission and assistance with the Easy English document