

## COMPLAINTS AND FEEDBACK

You have the right to complain. If you are not happy you can tell us and we will try to help. If you feel comfortable, please talk to the staff caring for you.

Alternatively

St Vincent's Hospital Melbourne  
Patient Liaison Officer on  
9231 3108 or email [plo@svha.org.au](mailto:plo@svha.org.au)

**If you are still unhappy, please contact**

**All patients**

Health Complaints Commissioner  
1300 582 113

<https://hcc.vic.gov.au>

**Patients receiving mental health treatment**

Mental Health Complaints  
Commissioner 1800 246 054

<https://www.mhcc.vic.gov.au/>

Independent Mental Health  
Advocacy Service  
1300 947 820  
[www.imha.vic.gov.au](http://www.imha.vic.gov.au)

*Inspired  
by  
You*

## Restraint Information for Patients/Consumers



**ST VINCENT'S  
HOSPITAL**  
MELBOURNE

A FACILITY OF ST VINCENT'S HEALTH AUSTRALIA

St Vincent's  
PO Box 2900 Fitzroy  
VIC 3065 Australia  
(03) 9231 2211  
[www.svhm.org.au](http://www.svhm.org.au)



St Vincent's Hospital Melbourne  
@StVincentsMelb  
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St Vincent's Hospital Melbourne  
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Keeping everyone safe in hospital is very important; this includes patients/ consumers, staff and family members.

This brochure provides information about why you are being restrained during your hospital stay.

## WHAT IS RESTRAINT?

Restraint is when you are stopped from moving for safety reasons. **The clinical team will only use restraint when all other options have not worked.**

## WHY YOU MIGHT BE RESTRAINED:

- If you are at risk of hurting yourself
- If you are at risk of hurting other people

You may have an illness that makes you feel agitated, confused, or find it hard to understand what is happening. If you are affected by illegal drugs or alcohol, you may be at a higher risk of hurting yourself or other people.

Whatever the reason, staff will do all we can to make sure you are safe. We will try to help you feel calmer before we use any type of restraint. This may include:

- Talking with you to work out what is causing you to be scared or angry
- Asking what we can do to help so we can provide the right support for you.
- We may give you medication.
- If you have a family member or friend who makes you feel calmer, you can tell us and we will ask them to help.

If we try these things and we are still worried about your safety, you may be restrained.

## WHAT HAPPENS DURING RESTRAINT?

- You may be held still by staff, such as nurses or security staff.
- You may be restrained using special equipment, such as soft mechanical restraint around your wrists or ankles,
- Or, by furniture such as special chairs or tables.

A nurse will stay with you at all times to make sure you are safe.

**We will explain what is happening and what needs to happen for you to be safe so the restraint can be stopped as soon as possible.**

Your next of kin will be contacted as soon as possible to let them know you have been restrained. They will be told:

- The type of restraint
- The reason for its use
- The plan of care
- The expected length of time it will be used
- And, any risks.

If you are receiving compulsory treatment under the Mental Health Act and you have a nominated person they will also be informed.

If you do not wish for your family or a nominated person to be told that you have been restrained please let us know.

## PATIENT RESPONSIBILITIES

**Violence against health care workers is never OK. Any threatening or violent behaviour towards staff in the hospital may be reported to the Police.**