



ACT Mental Health Consumer Network Inc.  
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Bailey de Paiva  
Quality, Safety, Innovation and Improvement  
Canberra Health Services  
Canberra Hospital  
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Dear Bailey

### **Review of Charter of Health Care Rights E-Learning Package**

This letter has been prepared by the ACT Mental Health Consumer Network (the Network) in response to the invitation from Canberra Health Services (CHS). It incorporates both written and verbal feedback received from consumers in relation to the Charter of Health Care Rights E-Learning Package (the Package).

The Network welcomes the invitation to provide feedback on the Package. Consumers found the Package to be concise, easy to engage with, and well presented. In particular, consumers highlighted the focus and relevance of the material.

However, consumers proposed that the package would benefit from providing additional context about the Mental Health Charter in addition to how its proper implementation by staff will help people with mental health conditions in practice. Consumers stated that adding further contextual and practical information would improve the learning outcomes and, thereby, the retention of information by staff.

If you have any questions or concerns regarding this feedback, please do not hesitate to contact us on 02 6230 5796 or [policy@actmhc.org.au](mailto:policy@actmhc.org.au).

Thank you once again for the opportunity to provide feedback on the module. The Network looks forward to receiving further consultation requests in future.

Yours sincerely



Dalane Drexler  
Chief Executive Officer  
ACT Mental Health Consumer Network Inc.