



ACT Mental Health Consumer Network Inc.  
The Griffin Centre  
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Bailey de Paiva  
Director Patient Experience  
Quality, Safety, Innovation and Improvement  
Canberra Health Services

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Dear Bailey

**Review of Canberra Health Services – Policy & Procedure: Consumer Feedback Management.**

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 Canberra Health Services Policy & Procedure: Consumer Feedback Management (CFM documents).

The Network welcomes the invitation to provide feedback on the CFM documents.

Consumers responded positively to the CFM documents and noted with approval the regular referral to other CHS policy and procedure documents.

The sole source of concern from consumers was that, while the CFM documents outline an organisational system that is in-principle fit for purpose, the responsiveness and accountability of the system depends upon its implementation. Which is to say, if staff do not implement the terms of the CFM documents in good faith, then it is conceivable that the CFM procedure may be subverted and used

instead to insulate CHS from critical consumer feedback and public accountability. To this end, consumers wished to reiterate the importance of CHS leadership in ensuring that staff implement the CFM documents in good faith so that the mechanism can function as intended.

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

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

Yours sincerely



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