



ACT
Mental Health
Consumer Network

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Katherine MacPherson
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Dear Katherine

Review of Canberra Health Services Exceptional Care Framework

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 Exceptional Care Framework (the Framework). The Network welcomes the invitation to provide feedback on the Framework.

Consumers approve of the updating of the development of the Framework to support the suite of CHS governance frameworks. The Framework represents an important touchstone for CHS services and staff to contextualise their work and interpret their duties.

Consumers made three recommendations for improving the Framework:

1. On page 4 under the *Connected and Accessible* subheading, consumers recommended including a statement that pledges that team members will uphold consumers' decisions as outlined in *My Rights, My Decisions* forms where available.

2. On page 18 under the *Support and Administration Team Members* subheading, consumers recommended including a statement that administration staff should 'actively listen to and communicate with consumers', as well as 'ensure that consumers who access a service are connected with staff'.
3. On pages 18-19 under the *Managers and Senior Clinicians* and *Executive* subheadings, consumers recommended that both sections include a statement that stresses that managers, senior clinicians and executives will 'take responsibility for the achievement of team goals, service standards and/or departmental strategic objectives'.

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

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

Yours sincerely



Dalane Drexler
Chief Executive Officer