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Dear Michelle

**Review of Canberra Health Services Procedure: Non-urgent escort and transport of consumers of Mental Health, Justice Health and Alcohol and Drug Services (MHJHADS)**

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 CHS Procedure: Non-urgent escort and transport of consumers of MHJHADS (the Procedure). The Network welcomes the invitation to provide feedback on the Procedure.

Consumers broadly approved of the Procedure but highlighted several brief points of concern. These related to the safety of consumers while in-transit, the exclusion of ride-sharing services from private transportation options, and the option for consumers to be accompanied by a support person.

Consumers noted that in Section 4 of the Procedure, no direction or guidance is provided regarding how to support a consumer who experiences a deterioration in their mental state while being escorted by CHS staff. Consumers proposed that the Procedure should state what steps should be taken by staff to support consumers who experience distress while in-transit, and refer to any relevant procedures or guidelines that detail these (e.g. de-escalation techniques).

Consumers expressed concern about phrasing in Section 3.1 that could be interpreted as permitting the transportation of a consumer via a ride-sharing service such as Uber. Consumers agreed that this section should explicitly prohibit the use of ride-sharing services for the purposes of transporting consumers.

Consumers recommended that in Section 2, the Procedure include the option and process for consumers to request and be accompanied by a Nominated Person, carer, family member or other support person when being transported and escorted by CHS staff. For instance, a consumer may have a primary support person who is unable to drive but who the consumer may want to accompany them while in transit.

Consumers also highlighted that the Procedure should be reviewed for clarity of expression and grammatical structure. In particular, they identified the opening paragraph of Section 3 and the Note regarding CAMHS in Section 3.2 as two examples where the wording and sentence structure creates confusion about the intent of the statements.

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

Thank you once again for the opportunity to provide feedback on the Procedure. We look forward to receiving further consultation requests in future.

Yours sincerely



Dalane Drexler  
Chief Executive Officer