ACT
Mental Health
Consumer Network

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Dear Marion

Review of CHS Procedure: Transition of care for young people receiving mental health services from CAMHS to Adult Services

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 written and verbal feedback received from consumers in relation to the CHS Procedure: Transition of care for young people receiving mental health services from CAMHS to Adult Services (the Procedure). The Network welcomes the invitation to provide feedback on the Procedure.

This feedback was provided by adult consumers and does not include feedback from young people. Due to this, the feedback is focused on general consumer support and safety matters. Consumers were supportive of the Procedure and stated that it was a positive step toward ensuring greater continuity of care between CAMHS and Adult Services. Nonetheless, consumers articulated several concerns:

- In Section 2 on page 9, consumers commented on the Person Centric principle. They noted that the Procedure does not outline how this principle is to be prioritised in circumstances where a young person and their Nominated Person, Carer, parent or Guardian have disagreements about care and

transition planning. Consumers stressed that, because this Procedure concerns young people who are becoming legal adults, it should include guidance about any legal changes to the young person's rights and decision-making authority. They also noted that the Transition Consumer Handout (Attachment 3, pages 18-19) should detail where the young person can find further information regarding their rights.

- In the Evaluation section on page 11, consumers were extremely critical of the proposed measure that "80% of CAMHS young people transitioning to AMHS have their transition process recorded in a Transition Plan in DHR". Consumers observed that this implies that CAMHS and AMHS would be satisfied with 20% of transitioning young people not having their Transition Plan available on DHR. Consumers highlighted that missing information on DHR can lead to oversights, mistakes and lapses in consumer care. They stated therefore that this is not an acceptable evaluation standard. If a young person is transitioning from CAMHS to AMHS, their Transition Plan must be on the DHR.
- Consumers noted that the Procedure does not outline how a young person's cultural needs will be supported and accounted for in the transition planning process. Consumers advised that a Procedure such as this should include a section dedicated to cultural and social considerations and that this section should be develop in consultation with different social and cultural cohorts.

If you have any questions or require further clarification regarding this feedback, please do not hesitate to contact us on (02) 6230 5796 or executive@actmhcn.org.au.

Thank you for the opportunity to provide feedback on the Procedure. We look forward to providing further consumer feedback once the structural concerns have been resolved.

Yours sincerely

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Chief Executive Officer

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