ACT
Mental Health
Consumer Network

30 October 2025

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Dear Sarah

Review of CHS MHJHADS: Alcohol and Drug Service Relapse Prevention Plan (Clinical Form)

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 MHJHADS: Alcohol and Drug Service Relapse Prevention Plan (the Plan). The Network welcomes the invitation to provide feedback on the Plan.

Consumer feedback on the Plan was targeted. They highlighted the following issues for consideration and review:

1. At the top of the Plan, where it asks to Complete details or affix a label, consumers recommended that Gender should be requested instead of Sex to better reflect individual identity and inclusivity. In addition, at the beginning of the Plan, where name and contact number are collected, consumers recommended adding a field for Preferred name as part of the basic information section, as is becoming standard practice in health settings.
2. Consumers noted that the formatting of the document is inadequate and does not provide sufficient physical space for clinicians or consumers to record information in appropriate detail. They recommended reviewing and revising

the layout to ensure there is adequate space for clear and comprehensive input.

3. Consumers observed that the document contains typographical, grammatical and punctuation errors. For example, the word “prevention” is misspelled in the document’s title. They recommended a thorough review to correct such errors to enhance the document’s professionalism and readability.
4. Consumers expressed concern that the questions throughout the document lack sufficient clarity, which may hinder accurate understanding of consumers’ intentions or situations especially during emergencies. For instance, the sections on Early Warning Signs and Triggers do not provide guidance to clearly distinguish between the two categories. Consumers suggested including examples to illustrate both physical and psychological indicators, such as “tremors” or “dark thoughts.” Similarly, the section on Supports does not request essential details such as contact information, location or transport options. Consumers recommended that these fields be added to make the Plan more practical and actionable.
5. Consumers raised concern that the document does not include information on follow-up procedures or review of the completed Plan, such as in-person or ongoing service access. The absence of such guidance limits the document’s usefulness and impact, particularly in urgent or crisis situations. Consumers recommended including relevant information or references to follow-up protocols to ensure that the Plan is both supportive and operationally effective.

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 Plan. We look forward to providing further consumer feedback once the structural concerns have been resolved.

Yours sincerely

Dalane Drexler
Chief Executive Officer

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