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Dear Nisha

Review of Clozapine Patient Care Card or Wallet Card

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 verbal and written feedback received from consumers in relation to the Clozapine Patient Care Card or Wallet Card (the Card). The Network welcomes the invitation to provide feedback on the draft Card.

Consumers¹ identified several areas where the purpose and intended use of the Card could be clarified, as no background information regarding its intended function, audience, or circumstances of use was provided alongside the draft card. As a result, consumers assumed that the card is primarily intended for use in crisis or emergency situations, based on the wording on the back of the card (“Give this card to the Emergency Department...”). They interpreted this as indicating that the card

¹ The Network uses the term ‘consumer’ because it is the established and widely understood descriptor across ACT legislation, policy frameworks and advisory structures, ensuring clarity and consistency in our systemic advocacy. At the same time, we recognise that people with lived experience do not all identify with the same language, and that terms such as ‘people with lived experience’ and ‘peer’ are increasingly used in contemporary contexts were relevant. Our approach is to retain ‘consumer’ where required for system engagement, while respecting individuals’ right to self-identify in the way that best reflects their experience. This supports inclusion, aligns with national lived experience guidance, and maintains the Network’s authority and effectiveness within the mental health system.

would be used by first responders or other individuals who are not part of the consumer's regular treatment team.

Based on this assumption, questions were raised about whether the information currently included on the card is sufficient for emergency situations. In addition to treatment team contact details, consideration could be given to including the contact information of a Nominated Person. Consumers also observed that key information commonly associated with emergency or clinical identification cards, such as the card holder's name, prescribed clozapine dose, and prescribing clinician, does not appear to be included. Some suggested that, where space is limited or privacy concerns exist, this information could instead be made available through a QR code or other secure means of access.

Concerns were raised regarding the clarity and consistency of the information presented on the card. Consumers noted that the personal pronouns used on the front and back of the card are not consistent, which may create confusion regarding the intended audience of the information. Uncertainty was also expressed about the text appearing in brackets on both sides of the card, namely "Information for the Patient" and "Information for Doctor/ED". Consumers questioned whether these descriptors clearly identify the intended audience for the information presented on each side of the card. Given the potential for the card to be viewed by consumers, carers, first responders, and health professionals, it was considered that the wording may benefit from further clarification to ensure the intended reader is readily identifiable.

Attention was also drawn to the use of the acronym "CPN", as the term is not explained or written in full. Consumers recommended that acronyms be defined when first introduced to ensure that information is accurately accessible to all readers, including consumers, carers, and health professionals who may be unfamiliar with the terminology.

Consumers expressed concern about whether the physical size and format of the card are fit for purpose. They observed that a substantial amount of information is included on both sides, raising doubts about whether the card would remain practical to carry and use in everyday situations. For example, lengthy lists of symptoms and medication instructions may not need to be included in full, particularly where this information is already familiar to the card holder through discussions with their treating clinicians. It was suggested that more detailed information could instead be

provided through a QR code or web link, allowing the card itself to contain only essential information.

Further clarification was sought regarding how the card will operate in practice and how it interacts with other clinical information systems. In particular, consumers were uncertain whether treatment teams would have timely access to other digital records relating to a consumer's clozapine treatment during crisis or emergency situations. A clearer explanation of how the card is intended to be used alongside existing information systems would assist in determining whether it is fit for purpose and capable of supporting safe and effective care.

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@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. Consumers value being heard and look forward to seeing how their perspectives are reflected in the final approach.

Yours sincerely



Dalane Drexler
Chief Executive Officer