

Response to Productivity Commission Draft Report - The Webber Family (Family/Carers)

23rd January 2019

We strongly support the suggestion to deliver care that is seamless and joined-up regardless of how the individual first enters the mental health system, without significant gaps either at a point in time or, as needs change, across time and locality ([pg 16](#)). It is imperative that multi-disciplinary teams, across multiple locations & areas (if relevant for the consumer) are working collaboratively and information and patient history is easily accessible to ensure informed decisions are made and adequate care is provided.

Implementing person-centred care consistently across the mental health system and ensuring teams are working effectively with family/carers will provide holistic care which is instrumental in a person's successful recovery and maintenance of their wellbeing. This needs to be more than just written in legislations and actively practised by all staff.

We strongly support the recommendation for 'Timely availability of crisis support services' ([pg 23](#)) and any initiatives that will ensure people presenting with mental ill-health and more specifically, suicide ideation are never turned away from a facility.

An area that we feel hasn't been addressed in the draft report relates to those with 'complex care' requirements. The process for removing a Community Treatment Order (CTO) needs to be improved immediately.

- This needs to be a shared decision making process & communication and decision making needs be made across multi-disciplinary teams & across multiple locations & areas (if relevant for the consumer) to ensure an informed decision is made.
- A risk assessment should be completed prior to lifting a CTO.
- The form that is currently required as part of the process of lifting a CTO needs to be updated immediately.
 - It needs to have a tick-box to ensure a breach has first been issued to the consumer
 - It needs to have a tick-box to ensure family/carers have been contacted prior to lifting the CTO
 - It needs to have a tick-box to ensure the decision to lift the CTO have been made after consulting with key members of multi-disciplinary teams & across multiple locations & areas

There is further information regarding these comments in our previous submission which can be found attached.

Thanks,

Sheree Webber