

**Resolve
complaints
in ways that
support
people's
recovery.**



Mental health principles: the Act

The principles require:

- respect for rights, dignity and autonomy
- least restrictive assessment and treatment
- supported decision making
- recovery oriented treatment
- responsive, individualised, holistic care
- carers to be involved in assessment and treatment wherever possible.

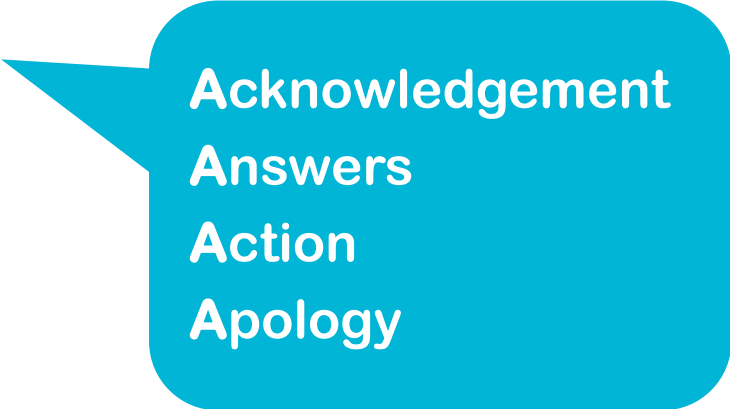
Rights under the Act

The Act gives people the right to:

- make or participate in decisions (supported decision making)
- have a ‘nominated person’ to be involved in decisions
- make advance statements
- communicate privately with people outside a service
- receive a second psychiatric opinion
- receive a statement of rights.

Resolving complaints

Most people are looking for:



Acknowledgement
Answers
Action
Apology

Effective responses need to:

- recognise the rights and principles of the Act
- support people’s recovery and improve services.

Resolutions

Actions and outcomes in 2014-15

- Review or change in treatment
- Change or improvement in communication
- Access to a second opinion
- Access to an appropriate service
- Advance statements/nominated person
- Change or appointment of a care manager/practitioner
- Change or review of service policy or procedures
- Staff training, supervision or performance management

Service and system improvement

Formal recommendations to the Secretary of department made in 2014-15 about:

- access to mobile devices and the right to communicate in inpatient units
- fees in secure extended care units
- restrictive practices in emergency departments

Provision of advice and recommendations to services about:

- reviews of approaches in individual matters or areas for practice/service improvements