

SWD18/54781

Dr Tom Karplus
Secretary
ASMOF NSW
Locked Mail Bag 13
Glebe NSW 2037

Attn: Ms Catherine Ryan, Industrial Officer
catheriner@asmof.org.au

Dear Dr Karplus

In response to your correspondence of 10 July 2018 requesting further information on the Bendelta Proposal for Culture Audit and Development, we advise the following:

- 1) **We note the in your email that the commencement date for the Proposal is or was being negotiated with Bendelta. Please advise as to when the Proposal is expected to commence.**

August 2018

- 2) **Please clarify whether the Proposal is in respect to the inpatient unit or the community health teams.**

The proposal relates to all Macarthur Community Mental Health Services operating out of Campbelltown. Inpatient services are out of scope.

- 3) **We note the Proposal refers to three teams, however we are only aware of the child and adolescent team and the adult team. Please clarify what is the third team referred to in the Proposal.**

There are 7 teams (or discrete service units) operating out of 3 centres in Macarthur. These are referred to in the document as 'units'. The 3 centres are

- I. Macarthur Community Mental Health Centre, 101 Queen Street Campbelltown (temporary location for services out of 6 Browne Street Campbelltown) housing:
 - i. Community Mental Health Emergency Team (CoMHET)
 - ii. Macarthur Assertive Treatment Team (MATT)
 - iii. Adult Psychology Team
 - iv. Adult Care Coordination Team
 - v. Administration Team (noting that members of the administration team work at the other sites on reception area)
- II. Infant Child and Adolescent Mental Health Team at 3 Cordeaux Street Campbelltown
- III. Youth Mental Health Team at Level 8, 171-179 Queen Street Campbelltown

- 4) **Please advise in detail what are the circumstances that have given rise to the Proposal, i.e. what has led to the Proposal and why is the audit necessary?**

We note on page 3 of the Proposal reference is made to "a number of formal and informal reviews into a situation that is seen as the trigger for the culture

South Western Sydney Local Health District acknowledges the traditional owners of the land

concern". Please advise what this trigger is and what reviews are being referred to.

Refer to point 5 below.

5) Please explain why the Proposal is future focused only and how the decision came about that past complaints/concerns should not be investigated.

Any complaint or concern related to the services in scope for this process have been investigated in accordance with the relevant SWSLHD and/or Ministry of Health Policy. This process is not being conducted for the purpose of identifying and/or managing performance issues, clinical practice issues, conduct issues or breaches of the NSW Health Code of Conduct. In addition to all past matters of this nature being managed in accordance with relevant policy, any matters raised in this process will be referred to the appropriate person in the LHD to manage. As a consequence of an accumulation of such processes the service has decided to undertake a strengths based evaluation with a desire to build a better culture.

The proposal is future focused as this is in keeping with the objectives of the mental health service to identify the direction and means by which we can improve the culture of the service into the future.

6) We note in the consultation phase Bendelta proposes to consult one on one with key stakeholders and hold focus groups with staff. Please provide further details as to who the key stakeholders are and the details of the focus groups.

We understand Bendelta anticipates that five focus groups will be scheduled however it is imperative that at least one community psychiatry registrar and one or more community staff specialist psychiatrists are involved in the focus groups, along with staff from Tahmoor community mental health. Accordingly, please provide further details of how the focus groups will be scheduled to ensure that these members are able to participate.

Key Stakeholders

The key stakeholders are all staff who work in the sites named above.

Focus Groups

Further details regarding the design and purpose of the focus groups is included on page 16 of the proposal.

Medical Staff Participation

Participation is voluntary. We will be doing everything we can to ensure that staff are aware of the consultation and encouraging all staff to participate. Email invitations will go out to all staff who work in these teams.

Tahmoor Staff

Tahmoor is not in scope as the focus is on the services in Campbelltown, however any staff from Tahmoor who also work out of any of the centres in Campbelltown will be invited to participate in the process.

Scheduling of Focus Groups

We have advised Bendelta that the focus groups will need to be scheduled at times that suit the staff rosters and commitments. This includes (but not limited to) varied times of day, varied days, groups being held at handover times to capture more staff, groups will be held at all 3 locations for increased accessibility.

7) **Please confirm whether this Proposal will investigate and consult with all staff including operational management.**

All staff working in the community mental health centres/teams listed above will be invited to participate. This includes all clinical, administrative and management staff.

If you would like to discuss this further please contact Mr Patrick Parker, Director Community Mental Health and Partnerships on 9616 4070.

Yours sincerely,

A handwritten signature in black ink, appearing to be 'Dr Claire Jones', with a long horizontal flourish extending to the right.

Dr Claire Jones
Director Mental Health

Date: 18/07/2018