

16 May 2022

Coroner's Court of Victoria
65 Kavanagh Street
SOUTHBANK VIC 3006

Re: Cor 2017 003357

With reference to the two recommendations to Ballarat Health Services in the above finding, please find below the response from Grampians Health (as the successor organisation to Ballarat Health Services as of November 2021). Please convey our apologies for the delay to Her Honour, Coroner Gebert - although as outlined, the changes were operationalised from August 2021, the communication of this back to you has been delayed.

Grampians Health fully accepts both recommendations:

Recommendation 1

The service has completed the development of a Clinical Practice Guideline titled "Working with Families and Carers" to guide and further educate our staff. This policy was ratified and made effective from 14 August 2021 and references the Victorian Chief Psychiatrist guideline "Working together with families and carers".

Recommendation 2

The BHS policy, "Persons who are difficult to engage" has been reviewed in the context of the recommendation and will be amended to incorporate the necessary clinical skills needed for engaging challenging clients, noting the Clinical Practice Protocol from Orygen Youth Health. The important clinical skills identified in engaging challenging clients will be addressed in the training program provided to staff by the education team. The GMHS (Grampians Mental Health Service) education team has completed the first round of discussions about the policy change with all community teams and will be sharing the amended policy in the future training sessions.

Yours sincerely,



Prof. Matthew Hadfield FRCS FRACS AFRACMA
Chief Medical Officer Grampians Health
Adjunct Professor Deakin University

Incorporating:

