

Ref: 20150580

PRIVATE AND CONFIDENTIAL

Mr David Crofts
david.crofts@gmail.com

Dear Mr Crofts

Your complaint

Thank you for your email received by the Mental Health Complaints Commissioner (MHCC) on 29 May 2015, outlining your concerns about your experiences with the crisis assessment and treatment (CAT) team based at Casey Hospital, Monash Health.

In summary, you have raised the following concerns:

- You stated that you were seeking information from Monash Health about the nature of any concerns reported to Monash Health and reported to the police
- You stated that you have sent a fax to the CAT team outlining your concerns and you have not yet received a response from the service

Following this email, Mr Ben Ilsley, our Senior Resolutions Officer, contacted you to discuss your concerns. With your consent, Mr Ilsley contacted Ms Kerrie La Roche, Nursing Unit Manager, Monash Health to discuss your concerns. Ms La Roche has agreed to contact you to discuss your concerns and provide you with information about how to apply for access to your medical records under the Freedom of Information (FOI) process.

I understand Mr Ilsley contacted you on 26 June 2015 and discussed the service's response with you. I also understand that you are in the process of seeking a statement of reasons from the Mental Health Tribunal in relation to your recent hearing.

We have assessed that there are no further steps that we could take that would provide further resolution to the concerns that you have raised. I have decided therefore to close your complaint on this basis.

If you have any questions about this letter, please contact Mr Ilsley, on 1800 246 054 or by email on help@mhcc.vic.gov.au.

Yours sincerely



Lynne Coulson Barr
Commissioner
27/07/2015