

Our Ref: 2017104625

PRIVATE AND CONFIDENTIAL

Mr David Crofts

By email: david.crofts@gmail.com

Dear Mr Crofts

Your correspondence to the MHCC

I am writing regarding the copy of the letter to the Prime Minister of Australia, the Hon Malcolm Turnbull, dated 24 April 2017 you sent to the Mental Health Complaints Commissioner (MHCC) on 1 May 2017. You have also copied the MHCC into subsequent emails to a range of agencies. We apologise for the delay in responding to your further correspondence.

We understand that you are not satisfied with the decision made by the MHCC to close your complaint as set out in our letter to you dated 6 April 2017. In that letter we enclosed a copy of a letter from Dr Yonchev that summarised the information on your clinical file with Monash Health about your medication history. Dr Yonchev stated that there was a gap in your medication history from when your medication was changed in 2004 until 2015 as you were treated by a private psychiatrist in that interval. He also summarised the reasons for decisions to change your medication.

We have reviewed this matter and confirm that we are unable to assist you further with your concerns about Dr Yonchev's clinical decisions about the appropriate medication for you. Dr Yonchev advises that he is no longer your treating psychiatrist. Further, you refused permission for the MHCC to speak to your current treating team when we spoke to you in March 2017.

If you have concerns about your current medication, and are being treated by a public mental health service, we may be able to assist you if you allow us to speak to the treating team.

You can also make a complaint about the MHCC's decision to close your complaint by contacting the Victorian Ombudsman on (03) 9613 6222 or via their website at www.ombudsman.vic.gov.au.

On 16 April 2017 you sent the MHCC an email requesting that we send Dr Yonchev a copy of a letter you had attached, and you provided a copy to Dr Yonchev. The letter you drafted was on the MHCC's letterhead and included my signature. We would like to advise you that it can be an offence to create a false document under the *Crimes Act 1958* and request that you do not use the MHCC's letterhead or copy the signature of MHCC staff.

I also understand that you have used threatening language in your telephone discussions with a staff member at the MHCC. While you are welcome to contact the MHCC to discuss concerns about publicly funded mental health services in Victoria, please note that if staff

become concerned about the nature of your interactions on the telephone, they may end the call after advising you of the inappropriateness of your language or the content of the discussion.

Yours sincerely

A handwritten signature in purple ink, appearing to read 'Kaaren Dahl', with a stylized, cursive script.

Kaaren Dahl
Manager Resolution and Review

07 / 08 / 2017

From: David Crofts [mailto:david.crofts@gmail.com]
Sent: Monday, 7 August 2017 05:39 PM
To: help@mhcc.vic.gov.au
Cc: minister.foley@dhhs.vic.gov.au
Subject: FW: Private and Confidential: Mental Health Complaints Commissioner 2017104625

Dear Ms Dahl,

You simply make the statement “that we are unable to assist you further” without providing an explanation. This is not acceptable conduct ...

You state “If you have concerns about your current medication, and are being treated by a public mental health service, we may be able to assist you if you allow us to speak to the treating team.” Yonchev is the only one who can provide the reasons why a medication level that proved good enough in 2012 is now deemed to be now no longer good enough as I have refused to engage with my treating team since Yonchev made his decision in this matter ...

Sincerely,

David Crofts.

P.S.

ATTN: Martin Foley

Please consider instructing the MHCC to send “2017.04.18_IDEAL_SOLUTION.pdf” to Yonchev ...