



4 December 2019

Ms Colleen Bebbington
Coroner's Registrar
Coroners Court of Victoria
65 Kavanagh Street
Southbank VIC 3006

By email: cpuresponses@coronerscourt.vic.gov.au



Dear Ms Bebbington

**Re: Investigation into the death of Antonio D'Augello
(Court Ref: COR 2016 001929)**

I write in response to your letter dated 16 September 2019 in relation to the investigation into the death of Antonio D'Augello, Court Ref: COR 2016 001929. The Coroner, Mr John Olle, made two recommendations in relation to Goulburn Valley (GV) Health and I provide a response to those recommendations:

1. Recommendation at paragraph 64

That Goulburn Valley Health update their Working with Carers clinical practice guideline to reflect the 2018 Chief Psychiatrist Guideline, Working Together with Families and Carers and provide education of these changes to the Acute Response Team.

This recommendation will be implemented. Various actions are in process and are being tracked to completion with regard to local adaptation and accountability to Chief Psychiatrist's guideline on "Working Together with Families and Carers". This guideline provides specialist advice about involving family and carers in the treatment and care of individual consumers. GV Health's actions will be as follows:

- a. Provision of education and training, secondary consultation and leadership in this area will be through the newly appointed joint role of FaPMI (Families where a Parent has Mental Illness) Coordinator and Carer Consultant.
- b. Incorporation of family and/or carer involvement in assessment and treatment planning will be effected through the inclusion of a check list item on Goulburn Valley Health's Clinical Team Review document and Treatment and Recovery Planning document that are to be signed off by the relevant Consultant Psychiatrist or Program Manager.
- c. Goulburn Valley Health's mental health assessment form will be revised to facilitate feedback to families and/or carers and consumers post-assessment
- d. Development and implementation of a system to audit compliance with these changes

These changes will be effected during the first half of 2020 and the related audit cycle will be at the least six monthly. Monitoring of and response to audit results will be through GV Health's Mental Health Clinical Governance Committee.

2. Recommendation at paragraph 65

That Goulburn Valley Health and Bendigo Health Mental Health Service develop an agreement or understanding, accessible to clinical services which specifies that where possible timely and direct communication with the treating team of a case managed client of either's services occurs, with the intent of gathering collateral information to inform assessments and before treatment planning is completed.

This recommendation will be implemented. GV Health has liaised with Bendigo Health to address this recommendation and introduced mechanisms to facilitate better inter-service communication regarding each other's clients who may present to the other service. GV Health is in the process of developing a Memorandum of Understanding (MoU) to address key principles, points of contact and persons responsible within both organizations to ensure the communication is timely, clinically responsive and patient-centred. This MoU will be finalised by March 2020 and Unit Heads/Clinical Directors of Mental Health services at both organisations will be the signatories. The implementation of the MoU will be supported by education, training and routine audit processes, and will include senior clinicians, consumer and carer consultants and psychiatrists from both services. A similar MoU will be drawn up with other services that border GV Health's catchment area.

GV Health thanks the Coroner for his recommendations and the opportunity to make any improvements to service quality and safety.

On behalf of GV Health I would like to convey my sincerest sympathy to Mr D'Augello's family and friends.

Please do not hesitate to contact me on 03 5831 0151 or matt.sharp@gvhealth.org.au should you have any questions.

Yours sincerely



Matt Sharp
Chief Executive