# Re: Consumer Advocate Barrett Adolescent Centre

#### From:

 To:
 Sharon Kelly

 Date:
 Tue, 01 Oct 2013 12:52:52 +1000

### hi Sharon

Yes I am interested in hearing of what measures are going to be taken for these young people at risk especially since this is one service model that supports these children in a holistic setting that assists them into the future to make connections and ongoing support ... I would like to see more models in place not closing them down!!! cheers

From: Sharon Kelly To: Sharon Kelly Cc: Nadia Beer Sent: Wednesday, 25 September 2013 5:49 PM Subject: Consumer Advocate Barrett Adolescent Centre

Dear Parents/Carers

You are aware there have been a number of changes in the Barrett Adolescent Centre (BAC) from both a clinical and operational governance perspective recently,

West Moreton has maintained regular contact with you over the last couple of weeks, providing you with information as it is available and appropriate, and discussing with you the ongoing care needs of your adolescent. As an additional support, I would like to offer you the option of a regular phone call from our Consumer Advocate (Ms Nadia Beer) to discuss any general concerns or questions you may have, who will escalate issues as is necessary. Nadia will not provide any specific clinical information regarding the care of your adolescent (this will continue to be the role of the treating clinical team). Nadia will be someone who can listen to your general concerns regarding the care of your adolescent at BAC, and ensure that any issues are escalated appropriately for consideration by the right people.

Can you please send a return email to me regarding your interest in receiving regular phone calls from Nadia.

Regards Sharon

Sharon Kelly Executive Director Mental Health and Specialised Services

West Moreton Hospital and Health Service

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