

Supplementary
Submission
No 15a

**INQUIRY INTO EQUITY, ACCESSIBILITY AND
APPROPRIATE DELIVERY OF OUTPATIENT AND
COMMUNITY MENTAL HEALTH CARE IN NEW SOUTH
WALES**

Name: Name suppressed

Date Received: 11 August 2023

Partially
Confidential

Personal Experience Of A- Next Of Kin/ The Mother/ The Carer Of My Child/ My Son/ The Patient / The CLIENT:-

I Address This My Submission To The Committee As A Mother And Primary Carer-The Caregiver Of My Mentally / Physically and Emotionally Unwell/ Unstable Child/ Son/ Patient/ CLIENT Of The NSW Health Service/Department MENTAL Health Services And Agencies - And The Lack Of Understanding Or Consideration In My Dealings With Both InPatient (hospitalisation/ incarceration) Care - And OutPatient Care Were The Professional Services And The People Who Work With OutPatient Care , DONT Seem To REALLY Care.

In My 21Years Of Interacting With The MENTAL Health Access Line, I FELT The People On The MENTAL Health Access Lines Lacked Understanding And Empathy For The Patients And The CARER.

- When A Loved One Is Unwell In Their Mind/ Mentally Unstable, They Also Become Unwell In Their Body- Where They're Heart Is PUMPING At A 180/220 Beat/ Rate Per Minute- The Number Of Times I Thought My Child/ Son, Would DIE In His Mentally Unstable Condition- Due To The Physical Stress/ Distress On His Body/ Heart And Lungs- Especially When There Are Other Health Issues To Be Considered And INCLUSIVE In The Medical And Mental Condition / Care Of The CLIENT / Patient From The First Point Of Contact With- NSW Ambulance Service And To Emergency Departments Admissions.

Being My CHILD/ My Son/ The Patient/ The CLIENT;- As His Mother I Am Asked-' And You Are Who To The Patient/ Client/ Mental UNWELL Person';- My Reply, ' I Am His MOTHER/ His Primary Carer/ Caregiver Of My CHILD, Does Not Mean A Thing To A SYSTEM That Takes CONTROL From The First Point Of Contact With The NSW Health Service/ Department Mental Health Services/ Agencies/ Providers Of Care- Whom Work Under A Duty Of Care- With NO EMPATHY And NO CULTURAL Understanding Or COMPASSION- To A MOTHER Of Her Mentally UNWELL/ UnStable Child/ Son.

Writing This Letter Is Causing Me My Own Painful Memories Of Bad Experiences With The NSW Mental Health Service/ Department of The NSW Health Service.

I Write This As A MOTHER/ The Carer/ The Guardian / The NEXT OF KIN, Before A Magistrate- In A Hospital Facility Courtroom;-I WAS STRIPPED;- Of My PARENTAL Rights, Stripped Of My Moral Rights As My Child's Mother.

IS THAT RIGHT- Someone Please Explain This Cruel Callous Cold And At Times- UnHuman Treatment Of OUR Mentally Unwell/ Unstable People/ Persons - Whom Have NOT Committed A CRIME- EXCEPT To Be UnWell / UnStable In Their Thinking/ MIND.

Thank You For This Opportunity, Though There Is More To Be Done In The Mental Health Sector Of Providing Appropriate Care Facilities For OutPatient In The Community.