

## **Kieran Keyes – transcript**

Today, I am announcing the findings of a review into the care provided by the Charters Towers Community Mental Health Service,

This service provides outreach mental health services to people in Charters Towers, Hughenden and Richmond,

The review made 37 recommendations all of which will be implemented within the next 12 months,

These recommendations include the recruitment of additional clinicians, greater medical oversight of cases and a renewed emphasis on staff development and training,

The review came about after a challenging few years for the service which has seen an increase in demand and a high turnover of staff. Concerns were raised about the impact these issues had had on the ability for the team to provide a high standard of care,

The review found systemic issues however nothing linked to adverse clinical incidents. It also outlined a clear roadmap to improve the service and we are now getting on with the job of making those changes.

This work will significantly improve the care we can offer to people with mental illness in Charters Towers, Hughenden and Richmond.

And we are supporting our team to deliver that care.

Thank you for your time,