

Doing it *with us* not for us

Mental Health Branch

**consumer and carer
participation initiatives**

Participation Advisory Committee, 23 July 2007

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National Policy Context

- Mental health statement of rights and responsibilities, AHM (1991)
- First, Second and Third National mental health plans (1991–2008)
- National standards for mental health services, AHMAC (1996)
- National practice standards for the mental health workforce, AHMA (2002)
- Consumer and carer participation policy: a framework for the mental health sector, NCCF (2004)

State Policy Context

- Mental Health Act 1986
- In partnership: families, other carers and public mental health services (1996)
- Consumer information guide: how case management can help you (1996)
- Guidelines for consumer participation in mental health services (1996)
- Standards for psychiatric disability rehabilitation and support services (2000 & 2004)
- New directions for Victoria's mental health services (2002)
- Recognising and supporting care relationships (2006)
- Doing it with us not for us - participation in your health service system (2006-09)

Mental Health Branch policy directions

- Caring together: an action plan for carer involvement in Victorian public mental health services (2003 & 2006 revised)
- Consumer participation: an action plan for consumer involvement in Victoria's public mental health services (consultation document 2007)

Participation in individual care

- Enhanced involvement of consumers in their individual treatment including assessment, service delivery, discharge planning and monitoring.
- Enhanced involvement of carers in the treatment of a person with a mental illness, including assessment, service delivery, discharge planning and monitoring.
- Improved information about mental illness is made available to consumers and carers.
- Improved access to consumer and carer support services and education programs.

Participation in local service planning, delivery and evaluation

- Enhanced involvement of consumers and carers in local service planning, delivery and evaluation.
- Improved information about mental health services is available to consumers and carers.
- Increased access to consumer and carer support services and education programs.

Participation in systemic service planning, delivery and evaluation

- Enhanced involvement of consumers and carers in systemic service planning, delivery and evaluation.
- Improved information about mental health services.

Consumer and carer involvement in the development of mental health services

- Consumer and carer consultants
- Consumer and carer peak services
- Consumer and carer experience survey
- Consumer Delivered Services Resource Unit
- Outcome measurement

Mechanisms for the provision and reporting of carer and consumer feedback on services

- National Mental Health Consumer and Carer Forum
- Ministerial Advisory Committee on Mental Health and its subcommittees
- Consumer and carer experience survey
- Funding to and relationship with carer and consumer peaks
- Mental Health Establishments National Minimum dataset

Future focus:

- Completion, endorsement and distribution of consumer participation action plan
- Monitoring the implementation of carer and consumer action plans over the next 3 years
- Continuing to work in partnership with consumers and carers on service system development
- Continuing to support a range of consumer and carer participation initiatives, for example:
 - Non-recurrent funding for development and progress of consumer and carer participation plans
 - Remuneration for consumer and carer participation in MHB projects and committees
 - Monitoring of routine data collections and accreditation processes