

Consumer, carer and family participation self-assessment template

This template is a self-assessment tool and is for completion by your mental health service. This self-assessment tool will assist your service in measuring your level of achievement in relation to the Consumer, Carer and Family Participation Framework. The Consumer and Carer Participation (CCP) Team may be used as a resource to assist you in this process. Once the self-assessment tool is completed, forward it to the CCP Team. The CCP Team can then work with your mental health service to develop an action plan. For further copies of this template, please contact the CCP Team.

Contact details

Mental health service organisation: _____

Health service district: _____

Target populations (if applicable): _____

Contact name: _____

Position: _____

Contact number: _____

You are now ready to complete the template. Before you start, please familiarise yourself with the levels of achievement.

Consumer, carer and family participation within mental health services is rated at three levels of achievement, as shown in Figure 3 below.

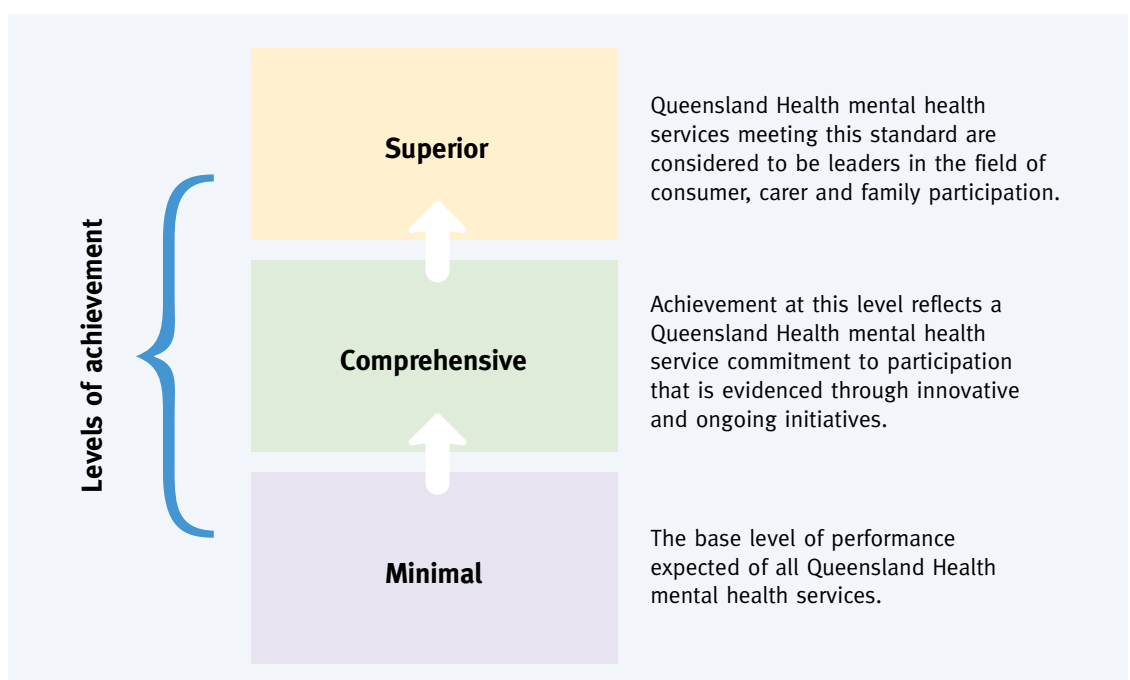


Figure 3: Levels of achievement (consumer, carer and family participation)

Key performance indicator 1 Consumer and carer participation

Key performance indicator	Specific indicator	Levels of achievement				
		Minimal		Comprehensive	Superior	
<p>The mental health service has developed a formal guideline on consumer, carer and family participation</p> <p>Cross-references:</p> <ul style="list-style-type: none"> • Consumer, Carer and Family Participation Framework – implementation strategies: 3.1/3.2/3.3/3.7/7.1/7.2/9.6 • Consumer and carer participation survey 2009: Q19–21b 	1.1 The mental health service has a written mission statement, policy or plan on consumer, carer and family participation within service activities	Yes	No			
	1.2 The mental health service has dedicated funds within the budget to facilitate a range of consumer, carer and family participation activities in mental health	Yes	No			
	1.3 The mental health service utilises the statewide guidelines– Remuneration of Consumer and Carer Representatives in Mental Health			Yes	No	
	1.4 Additional (please describe)					



Key performance indicator 1 Consumer and carer participation

Available evidence:

To help with the verification process, please list all available evidence you have gathered to support your achievements.

1.1

1.2

1.3

1.4



Part C Consumer, carer and family participation self-assessment template

Key performance indicator 2 Service delivery – information

Key performance indicator	Specific indicator	Levels of achievement					
		Minimal		Comprehensive		Superior	
<p>The service readily makes available to consumers and carers any of the following information in a written format (brochures, booklets)</p> <p>Cross-references:</p> <ul style="list-style-type: none"> • Consumer, Carer and Family Participation Framework – implementation strategies: 1.2/1.5/1.7/1.8/1.12 • Consumer and carer participation survey 2009: Q2 	2.1 How the service operates	Yes	No				
	2.2 Client/patient rights	Yes	No				
	2.3 Illness and treatment options	Yes	No				
	2.4 How to cope with specific conditions	Yes	No				
	2.5 Self-help groups and their programs			Yes	No		
	2.6 Other community services and their programs			Yes	No		
	2.7 How to participate in the service			Yes	No		
	2.8 Public health promotion					Yes	No
	2.9 Complaints and compliments process	Yes	No				
	2.10 Additional (please describe)						



Key performance indicator 2 Service delivery—information

Available evidence:

To help with the verification process, please list all available evidence you have gathered to support your achievements.

2.1

2.2

2.3

2.4

2.5

2.6

2.7

2.8

2.9

2.10



Part C Consumer, carer and family participation self-assessment template

Key performance indicator 3 Service delivery – involvement

Key performance indicator	Specific indicator	Levels of achievement					
		Minimal		Comprehensive		Superior	
<p>When determining the individual treatment/care plans, relapse prevention plans/discharge plan, the service actively involves consumers and, where appropriate, carers in these processes</p> <p>Cross references:</p> <ul style="list-style-type: none"> • Consumer, Carer and Family Participation Framework – implementation strategies: 1.2/1.9/1.10/2.1/2.2/2.3/2.4/2.5/2.6/2.7/2.8/2.9/2.10 • Consumer and carer participation survey 2009: Q4 	3.1 Collaborative care plan	Yes	No				
	3.2 Goal setting	Yes	No				
	3.3 Recovery plan			Yes	No		
	3.4 Signing care plan			Yes	No		
	3.5 Family conferences	Yes	No				
3.6 Consultation at assessment	Yes	No					
3.7 Education/information	Yes	No					
3.8 Outcome measures	Yes	No					
3.9 Mental health inventory (MHI)			Yes	No			
3.10 The consumer developed the care plan with input from mental health services					Yes	No	



Key performance indicator 3 Service delivery—involvement

Available evidence:

To help with the verification process, please list all available evidence you have gathered to support your achievements.

3.1

3.2

3.3

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3.7

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3.10



Part C Consumer, carer and family participation self-assessment template

Key performance indicator 4 Human resource development

Key performance indicator	Specific indicator	Levels of achievement					
		Minimal		Comprehensive		Superior	
The service actively recruits and manages consumers and carers Cross-references: <ul style="list-style-type: none"> Consumer, Carer and Family Participation Framework – implementation strategies: 6.1/6.2/6.3/6.4/6.5/6.6 Consumer and carer participation survey 2009: Q15–18 	4.1 Position descriptions within the service are written to incorporate the expectation and commitment to consumer and carer participation 4.2 During the past 12 months, consumers and/or carers have given presentations at orientation programs for new staff 4.3 During the last 12 months, consumers and/or carers have participated in staff recruitment processes 4.4 During the last 12 months, consumers and/or carers have been involved in the presentation of ongoing training to staff 4.5 Consumers and carers hold managerial positions within the mental health service 4.6 Additional (please describe)	Sometimes		Usually		Always	
		Yes	No	Yes	No	Yes	No
		Rarely					
		Yes	No				
				Yes	No		
				Yes	No		
				Yes	No		
				Yes	No		
						Yes	No



Key performance indicator 4 Human resource development

Available evidence:

To help with the verification process, please list all available evidence you have gathered to support your achievements.

4.1

4.2

4.3

4.4

4.5

4.6



Key performance indicator 5 Service planning

Key performance indicator	Specific indicator	Levels of achievement		
		Minimal (2 participation indicators demonstrated)	Comprehensive (4 participation indicators demonstrated)	Superior (6 participation indicators demonstrated)
<p>Consumers and/or carers participate in service planning in any of the following ways</p> <p>Cross-references:</p> <ul style="list-style-type: none"> • Consumer, Carer and Family Participation Framework – implementation strategies: 3.4/3.5/3.6/3.7/3.8/3.10/3.11 • Consumer and carer participation survey 2009: Q1 	5.1 Focus groups	Yes		No
	5.2 Project groups/ research	Yes		No
	5.3 Reference groups	Yes		No
	5.4 Public meetings and forums	Yes		No
	5.5 Planning days	Yes		No
	5.6 Management group	Yes		No
	5.7 Special purpose committees for example, building design or refurbishment working group	Yes		No
	5.8 Additional (please specify)			



Key performance indicator 5 Service planning

Available evidence:

To help with the verification process, please list all available evidence you have gathered to support your achievements.

5.1

5.2

5.3

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