



Private Mental Health Consumer Carer Network (Australia) Limited

engage, empower, enable choice in private mental health

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Resources for the Hospital and other Workbooks

The Network has developed a number of resources specifically for mental health service organisations to meet their requirements under Standard 2 – Partnering with Consumers.

We have a number of discussions regarding these resources with staff from the Commission over time, and I am pleased to provide the relevant links herewith.

Standard 2 – Partnering with Consumers

In relation to substitute decision makers, there are a number of resources available the most relevant of which is the '*Practical Guide for Working with Carers of People with a Mental Illness*' This Guide is relevant to the following Actions:

Action 2.5

The health service organisation has processes to identify:

- a. the capacity of a patient to make decisions about their own care
- b. *substitute decision maker if a patient does not have the capacity to make decisions for themselves*

Action 2.6

The health service organisation has processes for clinicians to partner with patients and/or *their substitute decision maker to plan*, communicate, set goals and make decisions about their current and future care

Action 2.7

The health service organisation supports the workforce to form partnerships with patients and *carers* so that patients can be actively involved in their own care

1. Resource:

A Practical Guide for Working with Carers of People with a Mental Illness:

<http://pmhccn.com.au/Portals/2/PublicDocuments/NetworkProjects/A%20Practical%20Guide%20for%20working%20with%20people%20with%20a%20mental%20illness.pdf>

An additional essential resource is to provide the consumer with a form which identifies who they wish service providers to work and engage with and how much information they are prepared to be

shared. This is called the Carer Nomination Form which is currently in use in a number of private psychiatric hospitals.

**2. Resource:
Carer Nomination Form**

<http://pmhccn.com.au/Portals/2/PublicDocuments/training/Carer%20Nomination%20Form.pdf>

Also an essential resource for service providers is a booklet which provides crucial information to carers. This is called the Carer Information Booklet and this also is being used in a number of public and private services.

**3. Resource:
Carer Information Booklet**

<http://pmhccn.com.au/Portals/2/PublicDocuments/training/carerinformationbooklet.pdf>

The Network has also developed a number of resources again for mental health service organisations which assist in the support, training and education of the consumer and carer representation and peer workforce.

Action 2.12

The health service organisation provides orientation, *support and education to consumers* who are partnering in the governance, design, measurement and evaluation of the organisation

**4. Resource:
Consumer and Carer Advisory Committee; Work Plan template.**

<http://pmhccn.com.au/pmhccn/Resources/ACSQHCStandard2PartneringwithConsumers.aspx>

The Network feels that consumer and carer advocacy and representation is key to the success of service organisations. As such, many consumer and carer peer workers, representatives, committee members etc. largely go unsupported in terms of education and training they undertake with their respective roles.

We have developed a suite of free online training with accompanying PDF designed especially to target this group and to also go some way to meeting Standards 2 – Partnering with Consumers. The five modules are:

Module one: Looking after yourself
Module two: Briefing and De-briefing
Module three: Keeping the enthusiasm going
Module four: Reflection and evaluation
Module five: Advocacy and the organisation

**5. Resource:
Online training for consumers and carers**

<http://pmhccn.com.au/pmhccn/Resources/TrainingResources.aspx>

**6. Resource:
Getting started kit**

<http://pmhccn.com.au/pmhccn/Resources/ConsumerandCarerGettingStartedKit.aspx>

A number of services and organisations have difficulty in meeting the requirements of senior staff attending education by consumers and carers. The following link provides free access to 5 modules with accompanying DVDs featuring consumers, carers, psychiatrist and GP. The modules are:

Welcome and Introduction

Module One: Consumer & Carer Involvement

Module Two: Continuity of Care

Module Three: Collaboration

Module Four: Communication

Module Five: Cooperation

7. Resource:

Consumers and Carers as Educators Project

<http://pmhccn.com.au/pmhccn/Resources/OnlineTraining.aspx>

We would be very pleased to further discuss these resources with you. Could you please advise whether these resources will be included within the Workbook/s.

Kind regards,



Janne McMahon OAM
Chair and Executive Officer
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