

BEST PRACTICE MODELS

BEST PRACTICE MODELS for Mental Health Promotion

[9] Mental Health Promotion

- a) Community awareness programs
 - i Involvement of Consumers and Carers
 - ii Public information campaigns
- b) Mental Health consultation to agencies

[9 a i] Involvement of Consumers and Carers

CONSUMERS & CARERS IN MENTAL HEALTH SERVICES

Best practice is for mental health services that assist mental health consumers and carers to identify their own needs and work with them in an equal partnership towards recovery. Mental health services will take a holistic view of the lives of consumers and carers to achieve agreed recovery aims. These services will work with the range of other available supports such as services for physical health, housing, employment and day to day living. They will listen to individual stories and be respectful of individual needs and if they do not know how to respond, they will seek assistance from mental health consumer and carer identified workers who are experts in this area.

They will be able to do this because mental health consumer and carer identified workers will be working as part of crisis assessment and treatment teams, inpatient units, mobile support and treatment teams and in home based outreach. Consumer and carer identified workers will be established team members who are able to contribute a personal understanding of the mental health consumer and carer experience, provide informed advice and suggestions for ways forward by being conduits between the lived experience and the service solution.

These consumer and carer identified workers will be valued and respected members of mental health service, policy and research teams. They will be employed in a range of mental health services, but also in departments of housing offices, Centrelink offices and in the criminal justice and court systems. They will have undertaken accredited training to be eligible to hold their position, be engaged in effective ongoing professional development and have professional peer support arrangements. They will be part of a national network to develop mental health consumer and carer support solutions and will take these solutions back to workplaces or feed into policy and research processes.

Mental health consumers and carers will have recovery plans that are supported and informed by the expertise of consumer and carer identified workers. Solutions to challenges will become more innovative as the skills of the mental health consumer and carer identified workforce evolve.

CONSUMERS & CARERS IN MHYFVic

As an advocate organization, MHYFVic requires input of young people and carers to remain credible as an organization. Strategies for increasing young people/carer input need to be put into place for all events. In the past MHYFVic has had some input from young people and carers during mental health forums and events. However, the most contact has been during conferences.

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