

Resources

Consumer and Carer Participation Policy - a framework for the mental health sector, The National Consumer and Carer Forum, 2004- A guide to be used/adapted by any individual/organisation in the mental health sector in the development and implementation of consumer and carer participation policies. This guide is considered an example of best practice for consumer and carer participation.

Available at:

www.mhca.org.au/Publications/

Enhancing Relationships between Health Professionals and Consumers and Carers, Final Report, Mental Health Council of Australia, June 2000- Reports barriers to successful relationships between consumers, carers, and health professionals, and strategies to overcome these barriers.

Available at:

<http://www.mhca.org.au/Publications/documents/ERreport.pdf>

Guiding Principles for Consumer Participation- a resource document for psychiatric disability support services and consumers, developed for The Consumer Participation Project by Community Resource Unit Inc, 2005- A set of guiding principles relevant to consumer participation to assist services and consumers to understand and strengthen consumer participation. The resource also includes reasons for consumer participation, what might influence consumer participation, and how consumer participation may evolve.

Available at:

<http://www.disability.qld.gov.au/support-services/mental-health/project-300/documents/consumer-participation.pdf>

Improving Health Services through Consumer Participation: A Resource Guide for Organisations, A Consumer Focus Collaboration publication, Department of Health, Flinders University and the South Australian Community Health Research Unit, Commonwealth of Australia, 2000. This resource provides over 50 tools or techniques to assist people working in mental health to increase consumer participation through partnerships in the planning, management and evaluation of the organisation.

Available at:

<http://www.participateinhealth.org.au/clearinghouse/Docs/Improvingsection1.pdf>

Partnership or Pretence, Janet Meagher, Psychiatric Rehabilitation Association, Sydney. 3rd ed. 2002- A handbook of empowerment and advocacy for consumers/users and survivors of psychiatric services

Primary Care Self Assessment Tool – for Community and Consumer Participation, National Resource Centre for Consumer Participation in Health, Version 1.0, May 2002. This tool aims to assist primary care organisations that are interested in assessing their community and consumer participation activities as part of their commitment to improving the quality of health services.

Available at:

<http://www.participateinhealth.org.au/ClearingHouse/Docs/pcpsselfassessmenttoolV1.0web.pdf>

The BNPCA Consumer Participation Resource and Training Kit for Service Providers, March 2003- A resource to facilitate the ongoing building of skills and resources for organisations to successfully engage with consumers. The kit is divided into two parts- Part one is an information resource for service providers and part two is a training resource as part of workforce development.

Available at:

http://www.health.vic.gov.au/pcps/downloads/publications/training_kit.pdf

To pay or not to pat that is the question, Janet Spink, Health Issues, Number 68, Victoria, Australia, 2001. This paper discusses the reasons for remuneration and reimbursement for consumer participation, and the existing guidelines for remuneration and reimbursement.

Available at:

<http://www.participateinhealth.org.au/clearinghouse/Docs/jaspink68.pdf>

Toward Clinical Excellence – A toolkit to develop consumer participation in credentialing, Ministry of Health, Wellington, 2003- Introductory information for organisations looking to develop effective partnerships with consumers to plan and evaluate other aspects of health and disability support services.

Available at:

<http://www.moh.govt.nz/moh.nsf/pagesmh/2348>

Websites

National Resource for Consumer Participation in Health

Available at:

<http://www.participateinhealth.org.au/>

Australian Mental Health Consumer Network- The national mental health consumer peak body for Australia- “nothing about me without me”

Available at:

<http://amhcn.org.au/>