

Standard 3.

Consumer and carer participation

Consumers and carers are actively involved in the development, planning, delivery and evaluation of services.

CRITERIA

- 3.1** The MHS has processes to actively involve consumers and carers in planning, service delivery, evaluation and quality programs.
- 3.2** The MHS upholds the right of the consumer and their carer(s) to have their needs and feedback taken into account in the planning, delivery and evaluation of services.
- 3.3** The MHS provides training and support for consumers, carers and staff, which maximise consumer and carer(s) representation and participation in the MHS.
- 3.4** Consumers and carers have the right to independently determine who will represent their views to the MHS.
- 3.5** The MHS provides ongoing training and support to consumers and carers who are involved in formal advocacy and / or support roles within the MHS.
- 3.6** Where the MHS employs consumers and carers, the MHS is responsible for ensuring mentoring and supervision is provided.
- 3.7** The MHS has policies and procedures to assist consumers and carers to participate in the relevant committees, including payment (direct or in-kind) and / or reimbursement of expenses when formally engaged in activities undertaken for the MHS.