

Number and Name of Original Issue	Issue (6): Access when unwell
Original Description of Issue	People with a mental illness having to be really unwell to access help
Suggested change to description of Issue	Nil
Prepared by	Douglas Holmes and agreed to by the working group on 13/04/2012

TheMHS Consumer Day 2010 Original Recommendations from group 6

Rec No 1: More information and education with regards to mental and physical health services e.g. housing

Rec No 2: Provide more peer support in all services

Rec No 3: Do an Audit of existing mental health services & training eg. Examples from group was that in Adelaide consumers talked of a first stop shop for people who think they may have mental health issues, Consumer led training of mental health workers and GP's, .

Arana Pearson was the Recovery Bus Coordinator for the group. Arana's email is keepwell.australia@gmail.com

Feedback since the Consumer Day:

Since the 2010 Sydney TCD 60 people have responded through survey monkey 3 people agreed and 2 people disagreed with the recommendations put forward by the working group. 7 people made comments on the recommendations

Comments from working group

The working group has reviewed the comments supplied through Survey Monkey and suggests that this issue is relevant because consumers are still having issues about accessing help without escalating our symptoms.

Rewording suggestions for Recommendations:

Rec No 1: Listen and respond to consumers when they state they are becoming unwell

Rec No 2: Educate consumers on how to ask for and access help before a crisis.

Rec No 3: More information and education with regards to mental and physical health services

Rec No 4: Promote awareness of the role and value of consumer prepared relapse prevention planning (eg WRAP, Wellness Plans etc)

Rec No 5: Do an audit of existing mental health services on what training, services and programs are available

Rec No 6: Provide more resources to expand paid peer support and advocacy positions in all services

Rec No 7: Promote the value of voluntary peer support

Other issues for working party consideration/discussion: The National Consumer and Carer Forum has an issues paper on duty of care at:

<http://www.nmhccf.org.au/documents/A%20Duty%20to%20Care-Duty%20of%20Care%20Brief.pdf>

If people have examples of services/programs please place in box below