



Participants needed: Evaluation of Mental Health Emergency Response Line (MHERL) and Rurallink

What's it about?

The Mental Health Commission (MHC) has partnered with The Nexus Network to evaluate the operation and effectiveness of the emergency help telephone lines [MHERL](#) and [Rurallink](#).

As part of the evaluation, consumers, their families and carers who have used MHERL or Rurallink are being invited to share their experiences to inform recommendations.

What will I be asked?

You'll be asked how you've used these services, how helpful they were to you at the time, and if you have suggestions about how the service could have better met your needs. You'll also have an opportunity to ask questions and/or add comments you think are important to inform the evaluation.

How long will it take?

Face-to-face interviews may take between 20 minutes to an hour, but you may prefer to talk to us in a focus group with others, on the telephone, or respond to a written questionnaire.

When is all this happening?

Interviews and focus groups will take place in August and September 2019.

Who will I be speaking to?

Sherry Saggars is an experienced researcher with lived experience of mental health issues, and understands the impact of accessing the right help at the right time.

What happens after that?

Your participation will be part of a wider evaluation of how MHERL and Rurallink operate. The Nexus Network will prepare a report for the Mental Health Commission, which will include recommendations on the future of these services. You will receive a summary of consumer, family and carer feedback at the end of the project.

Interested in taking part?

Ring Sherry on 0472 537 643 or email s.saggars@curtin.edu.au to express your interest in being involved.

Thank you for taking the time to improve mental health services in Western Australia.