



ADVICE TO THE MENTAL HEALTH COMMISSIONER
Consumer, Family Member and Carer Engagement
9 July 2020

BACKGROUND

A presentation was given by Ms Louise Howe, Consumer Advisor, Mental Health Commission (MHC) to the Mental Health Advisory Council (Council) on 2 April 2020. The presentation focussed on the development and implementation of the Working Together: Mental Health and Alcohol and Other Drug Engagement Framework 2018-2025 (Framework) and the accompanying Toolkit, released in November 2018. The resources are available [here](#).

It was clear from the presentation and the responses from Council members, that this is an important leadership document in relation to consumer, family member and carer engagement in the mental health and alcohol and other drug sectors.

The Council applauded the work of the MHC and the Steering Committee involved in bringing this document to fruition both in terms of the co-design processes used and the quality of the final documents.

ADVICE

The Council recommends that:

- The Framework and Toolkit continue to be promoted and shared by the MHC with other allied public, private and community-managed agencies;
- Regular training is offered to MHC staff regarding the Framework and Toolkit;
- Induction training regarding consumer, family member and carer engagement takes place for all new MHC employees in a timely way using the Framework and Toolkit;
- The Framework and Toolkit are regularly reviewed to reflect ongoing progress in engagement with consumers and family members and carers; and
- The MHC continues to use and expand co-design and co-production processes in the development of new policy frameworks and other key documents.

Sincerely

Margaret Doherty
CHAIR
9 July 2020