



## better services better outcomes

A partnership between the NSW Consumer Advisory Group and NSW Health, Centre for Mental Health

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### **MH-CoPES Project Update**

**# 1**

**June 2004**

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Hello, and welcome to the first update about the MH-CoPES Project.

We are now about four months in to this 18-month project. The last four months have been a busy time for the project team. In this update, we've included some information about MH-CoPES generally, as well as updating you on our progress to date.

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#### **About MH-CoPES**

The overall aim of the project is to identify or develop a method for mental health services across NSW to hear and respond to consumers' views of their services.

The project is being conducted by the NSW Consumer Advisory Group in partnership with the Centre for Mental Health, NSW Health. We report quarterly to the CMH and MHOAT CCC.

The team conducting the project includes a Technical Working Group (TWG) and Project Officer. Eight consumers and three professionals from across the state, plus a representative from the Centre for Mental Health and

an expert in evaluation sit on the TWG.

We have two major objectives to achieve our aim:

1. To identify the underpinning principles of successful measurement of reliable data; and
2. To produce a full tool-kit for consumers and services to use to collect and respond to consumers' perceptions and experiences of services, with specific attention to the following aspects of service delivery:
  - Availability of services
  - Access to services
  - Getting information
  - Treatment and assistance
  - Staff
  - Participation
  - Hospital care.

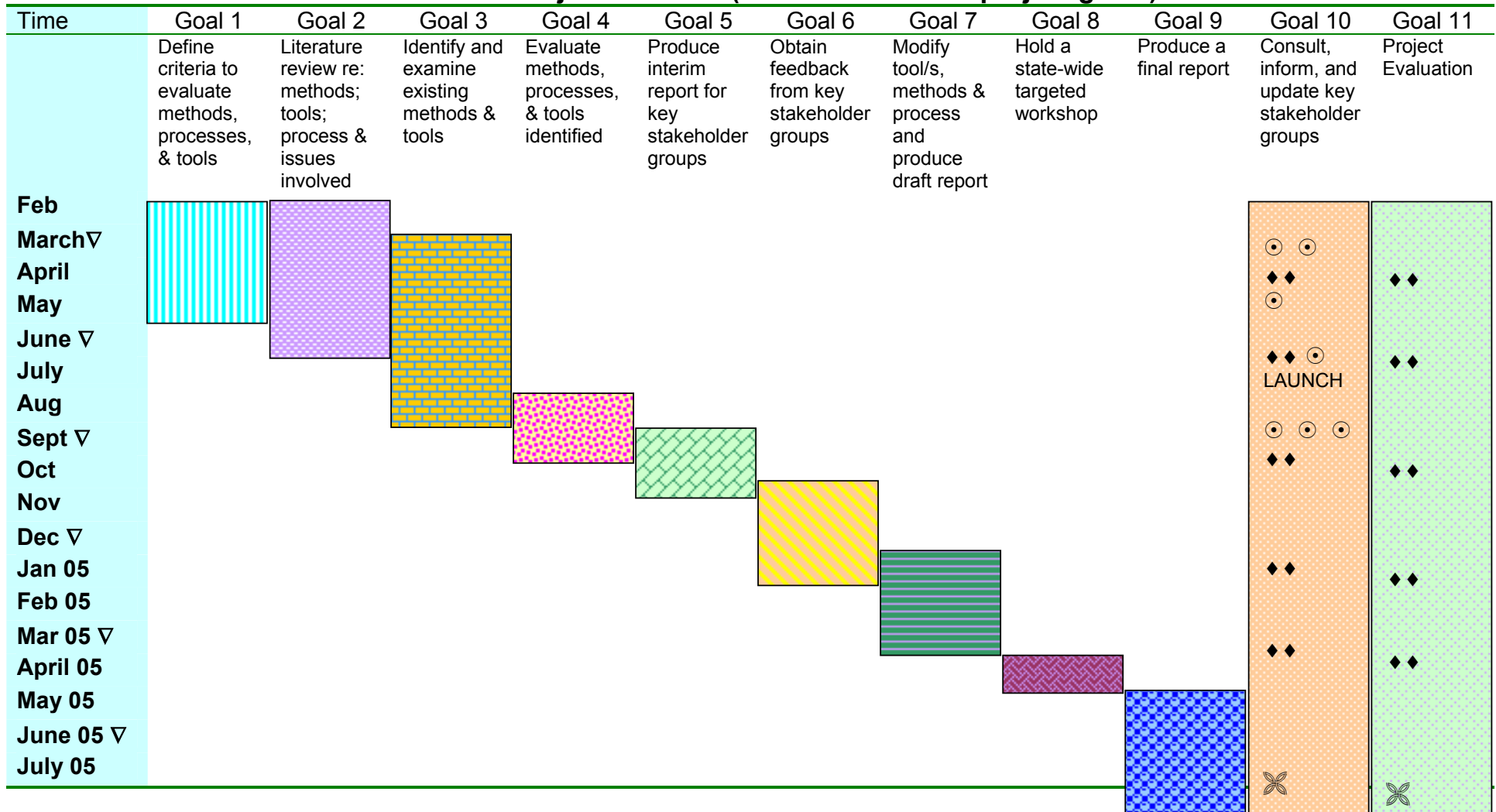
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For more information, visit the MH-CoPES webpages, on the NSW CAG website.

[www.nswcag.org.au](http://www.nswcag.org.au)

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### MH-CoPES Project Timeline (and breakdown of project goals)



▽ = TWG Meetings

◆◆ = quarterly reports for CMH and MHOAT CCC

✿ = final project report for CMH and MHOAT CCC

⊙ = Conferences

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## **Presentations & Conferences**

One of our aim is to make sure MH-CoPES becomes well known across NSW. To help this happen we've conducted a number of presentations at forums and conferences.

- Shirley Kirk and Gillian Malins presented a paper about MH-CoPES at the 9<sup>th</sup> NSW Rural Mental Health Conference, March 16-18, Armidale NSW.
- Phil Escott and Gillian Malins presented a paper about the project at the NSW NGO Conference, Wollongong, 25-26 March 2004.
- Allison Kokany and Gillian Malins presented a poster at the Hunter Mental Health Conference, 10th Annual Conference of the Hunter Sub-Branch, ANZCMHN

We have also presented at:

- The Area Mental Health Directors' meeting in May;
- The Mental Health Information Forum in May;
- Illawarra Health's Mental Health Strategic Planning Day in June; &
- The Consumer Workers Forum in June.

We have several conference presentations coming up later in the year

- The Central Sydney Area Mental Health Winter Forum;
- TheMHS on the Gold Coast;
- The Health Outcomes Conference in Canberra; and
- The ANZCMHN Conference, in Canberra.

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## **Project Launch**

On the 29<sup>th</sup> July 2004 we are holding a formal launch for the MH-CoPES Project. This day will mark the official start to the project, and the consultation process with key stakeholders across NSW.

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## **Consultation across NSW**

We are involved in planning the consultation process for MH-CoPES at the moment. We are planning to use a number of methods for consultation, including:

- Forums across the state
- Send-out consultation documents for feedback; and
- Surveys.

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## **Progress towards Goals 1, 2 & 3**

As the timeline shows, our major focus has been on the first 3 project goals over the last 4 months. These goals involve conducting the background literature review, to get a clear picture of the tools and processes already developed to hear and respond to consumers' views of mental health services.

We are also in the process of conducting a survey of services, and consumer workers across the state to identify what is already used in NSW. We have received about 30 of the 55 surveys sent to area and non-government mental health services back to date. We plan to report on the findings from this survey in our next update.