



## **Mental Health Consumer Perceptions and Experiences of Services**

Many of you may remember MH-CoPES from the Stage 1 Project, and may be wondering what is happening with it now.

Just a refresher: the Mental Health Consumer Perceptions and Experiences of Services (MH-CoPES) project is being conducted by NSW Consumer Advisory Group – Mental Health Inc (NSW CAG) in conjunction with the NSW Department of Health. It aims to develop a process for consumers to put forward their feedback about services and for this to guide service improvement.

The MH-CoPES Stage 1 Report was officially launched on Thursday 23<sup>rd</sup> November, 2006 by the Honourable Cherie Burton, Minister Assisting the Minister for Health (Mental Health). During her speech, she thanked the Technical Working Group for their work throughout Stage 1. She also spoke about the importance of improving Mental Health Services for consumers and the role that MH-CoPES will play in providing consumers with an opportunity participate in service evaluation and improvement.

The Stage 1 Report, available at [www.nswcag.org.au](http://www.nswcag.org.au), outlines the achievements of MH-CoPES Stage 1; the development of a draft Framework for Consumer Evaluation of Mental Health Services and the draft MH-CoPES Questionnaires. The Report provides 10 primary recommendations to NSW Health for developing opportunities for consumer evaluation of mental health services in NSW.

MH-CoPES Stage 2 is now underway. This project, which runs until the end of 2008, will look at many of the recommendations from Stage 1 and will further develop the MH-CoPES Framework and Questionnaires ready for implementation across adult public Mental Health Services in NSW. To achieve this NSW CAG will be conducting a trial of the Framework and Questionnaires in North Ryde and Orange. While this is happening, InforMH, NSW Health will be introducing MH-CoPES across the state.

If you have any questions regarding MH-CoPES, please contact Karen Oakley, Project Officer, NSW CAG or Rebecca Doyle, Research Assistant, NSW CAG on 02 9332 0243 or [koakley@nswcag.org.au](mailto:koakley@nswcag.org.au).

Look out for MH-CoPES; it will be coming to you soon.



The Honourable Cherie Burton, the Honourable Carmel Tebbutt and Dr Gillian Malins at the launch of the MH-CoPES Stage 1 Report.