

# Should NGOs systematically monitor consumer recovery?

## State-wide Consumer Consultation: Results

### Key findings:

- Consumers value NGOs in their recovery journey
- NGOs are valued because of their distinctiveness and differences
- Consumers support outcome monitoring in NGOs
- Consumers very much value self-assessment using consumer-completed outcome tools.

Held September 29th, MHCC's consultation discussed the use of socially oriented and program-relevant routine consumer outcome measurement (RCOM) by NGOs. Held at the Rozelle Hospital Conference Centre, consumers provided clear consent for this direction and the day gave us advice for a clear path forward.

In all, 23 consumers from 19 NGOs were present. Consumer leaders, founders of NGOs and consumer board of management members were well represented but only 32% of participants were service users of NGOs.

Small and larger group discussions elicited interesting thoughts on the topic, not elsewhere canvassed by the outcomes literature and previous national or state consultations. Most notably consumers favored outcome measurement in principle, however reported that the tools used by NGOs should focus on what consumers value as important to their own recovery.

We will be continuing to seek consumer response through redistributing some questions to consumers that were covered at the consultation. In addition to this we will be conducting site visits to member NGOs to discuss the organisational perspective on the topic. Please see the full report on the MHCC website. Consumers who are service users within NGOs may continue to provide comment on the topic by completing the Questions in Advance booklet which we have kept on the Website for an ongoing dialogue with interested consumers. Two consumers will be appointed to the Expert Reference Group for the program.

For any further information, please contact us on [project@mhcc.org.au](mailto:project@mhcc.org.au) or [jonine@iimetro.com.au](mailto:jonine@iimetro.com.au)

The Outcomes Through NGOs team: Students - Marika Burgess, Melissa Kym & Consultant to MHCC, Jonine Penrose-Wall, JPW Results

Free (to NGOs) Quality Management Consulting services provided by MHCC to NGO Members have had good uptake so far. Consultant, Jonine Penrose-Wall wishes to thank NGOs for being so willing to share information about their needs, expertise and views in relation to RCOM in their programs. Site Visits continue to 15 December. To book a visit please phone 0409 741414