

**QUOTES:**

**(From a workshop involving consumer and carer consultants as part of the Western QUATRO Project, September 2005)**

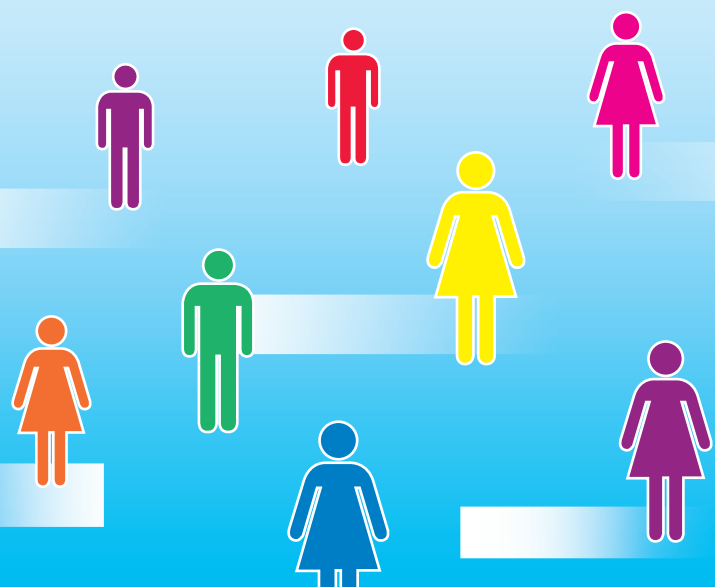
“Consumer self assessment is seen as a vehicle in the consumer’s journey. Used to discuss goal setting, to assist in evaluating the service being received and assess when to move on.”

“What does being valued really look like and how does it feel?”

“Map of recovery; where we are, where we want to get to.”

“Triad - dialogue and relationship with consumer, carer and case manager. Working together to identify personal priorities of needs.”

“By sharing and exploring the information it will set up an expectation that the consumer’s opinion is valued.”

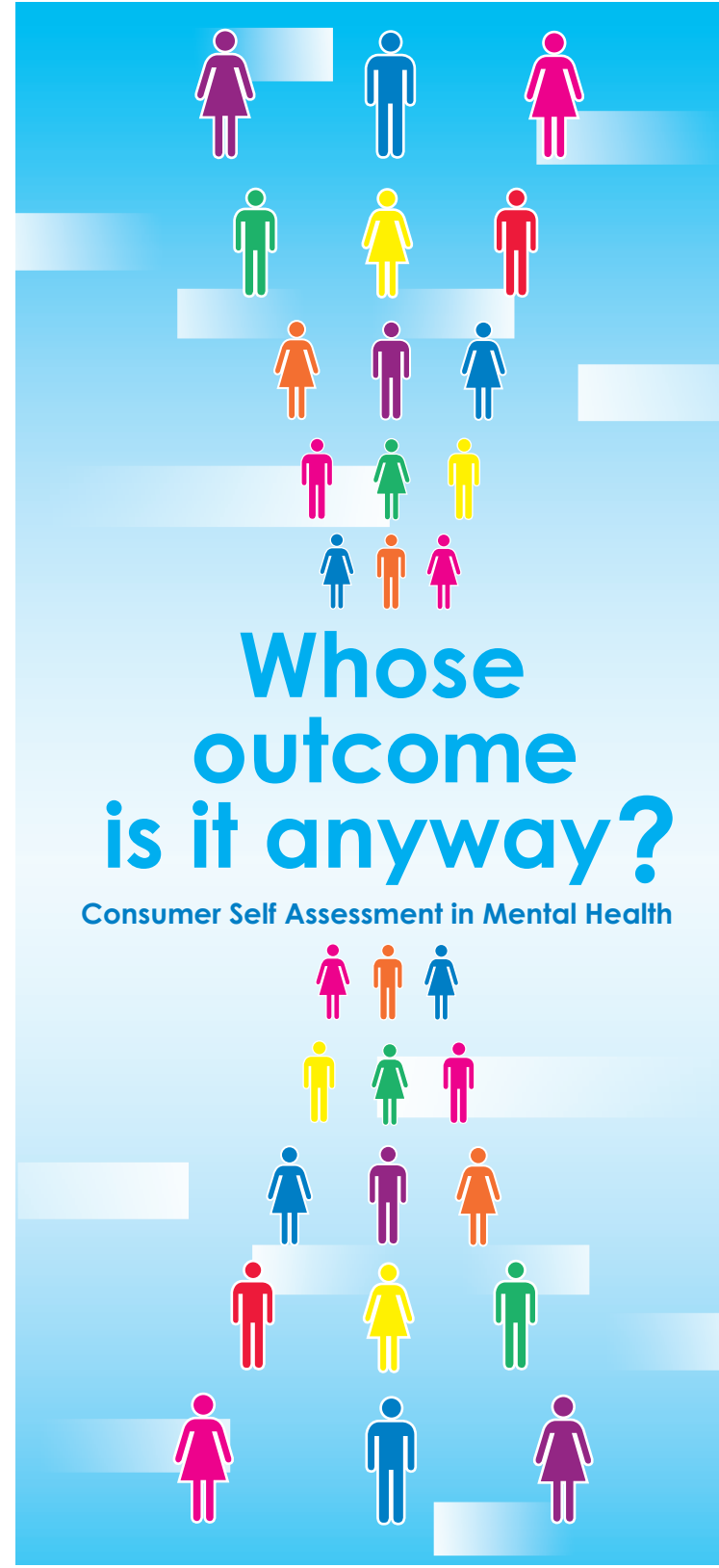


**WHERE CAN I GET MORE INFORMATION?**

If you have any questions, concerns or would like to get more information on consumer self assessment or clinician measures, talk to:

- Your mental health clinician
- Consumer and/or carer consultants
- Family, friends or carers
- Other consumers or consumer groups
- Other carers or carer groups
- <http://amhocn.org>

**LOCAL SERVICE INFORMATION**



### WHAT ARE OUTCOME MEASURES?

- The introduction of Outcome Measures is part of a national initiative attempting to measure whether a change has occurred as a result of mental health care.
- Using a range of measures, you and your clinician can work together to map your journey of recovery over time.
- The information collected can also be used to help your local service plan for improvements within the service.

### WHAT IS IN IT FOR YOU?

- It's time to tell your side of the story!
- Everyone working together for a better outcome for you.

### WHO SHOULD BE INVOLVED?

- Consumers of mental health services.
- People who know you best (family, friend, or carer).
- Mental health clinicians.

### HOW CAN YOU BE INVOLVED?

- Consumers are asked to fill in and discuss consumer self assessment.
- Clinicians complete another set of measures, which you can ask to discuss.
- Consumer, clinician and the person who knows you best can talk and work together towards recovery and well being.
- Consumer self assessment is voluntary.

### WHAT IS SELF-ASSESSMENT?

- In this case, it is a questionnaire which asks you to describe how you are thinking, feeling and behaving.
- It is an opportunity to discuss areas of concern.

### YOU CAN EXPECT THAT YOUR CLINICIAN WILL:

- Offer a consumer self assessment and assistance to complete this if needed.
- Make time to discuss your responses.
- Provide an opportunity to discuss the range of measures.
- Encourage involvement of people who know you best.
- Use the range of measures collaboratively to contribute to your path of recovery.

### WHEN SHOULD I BE INVITED TO PARTICIPATE IN SELF ASSESSMENT?

- Self assessments should be offered at the beginning, at review and at the end of contact with mental health services.

### WHEN DO CLINICIANS COMPLETE THE OTHER MEASURES?

- At the beginning, at review and at the end of contact with mental health services.

### ARE THERE ANY DIFFERENCES IN THE MEASURES USED?

- The consumer self assessment and clinician measures do vary between child and adolescent, adult and aged mental health services.
- Ask your mental health clinician about particular measures completed in your service.

