

The MH-CoPES Framework: Best practice for change in NSW mental health services

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The **Mental Health Consumers' Perceptions and Experiences of Services (MH-CoPES) Framework** demonstrates best practice in facilitating service and cultural change in NSW mental health services.

The Framework is designed to ensure consumer participation in service evaluation and improvement. It consists of 4 steps, taking consumer views, analysing information and reporting back to services and consumers on the analysed data with a final step of collaborative action and change. MH-CoPES also includes a tool to gather consumer perspectives and experiences of services in public adult mental health services in NSW.

Through research to test and refine the Framework and tool it was identified that in addition to the Framework being a mechanism through which service quality improvement occurred, the impact of consumer participation within each step of the Framework was itself a catalyst for cultural change. Among the affects identified were consumer empowerment, reduced stigma between staff and consumers, services more responsive to consumer perspectives, closer working relationships and increased interaction between consumers and staff and consumers feeling hope for their own recovery journey.

This presentation explains the unique approach and affect of the MH-CoPES Framework in integrating consumer participation throughout continuous quality improvement ensuring best practice for mental health services.

Key Words

Cultural change
Consumer participation
Quality service improvement
Consumer empowerment