



pathways
southwest

Towards better mental health

Patron

Mayor Gary Brennan (City of Bunbury)

Pathways SouthWest Inc

ABN: 91 769 457 185

P O Box 275

Bunbury WA 6231

1/14 Rose Street

Bunbury WA 6230

Telephone: 08 9791 1257

Fax: 08 9791 3804

Email: info@pathwayssouthwest.org.au

Website: pathwayssouthwest.org.au

Consumer and Carer Participation Policy & Procedure

APPROVED BY: Pathways SouthWest Board of Management

APPROVAL DATE: September 2020

REVIEW DATE: July 2023

VERSION: 5

THIS POLICY & PROCEDURE APPLIES TO: Pathways SouthWest Board of Management, Staff, Students, Volunteers, Consumers, Carers, other Stakeholders and the General Public

Consumer and Carer Participation Policy & Procedure

Policy

This policy of consumer and carer participation defines that either voluntary or paid participation of those involved in the planning, delivery, implementation, and evaluation of Pathways SouthWest's services.

Principles

This policy is grounded in the following set of principles that reflect the value that Pathways SouthWest places on consumer and carer participation.

- Consumers and carers have the right to actively participate in all processes that affect their lives.
- Participation is highly valued and consumers and carers are recognised as providing a valuable service to Pathways.
- Pathways SouthWest promote consumer and carer participation universally including individual, service and system opportunities.
- Pathways SouthWest recognise that the priorities of consumers, carers and service providers may differ, and hence participation is flexible to accommodate differing requirements.
- Consumer and carer participation includes a range of communication methods to ensure that every consumer and carer, who wants to, can give feedback and be involved in discussion about an issue.
- Participation of consumers and carers is an essential component of continuous quality improvement.
- Communication links between Pathways SouthWest and consumers and carers is an effective two-way process. Information is shared and exchanged with consumers and carers to enable effective participation.
- Pathways SouthWest recognises the need for resources and support to enable effective participation.

Procedure

The procedure that underpins this policy includes but is not limited to:

- Consumer **and** Carer will be represented on the Pathways SouthWest Board of Management;
- Organisational support for a Consumer Feedback Sessions **and** Carer Feedback Sessions twice per year;
- Consumers, and carers will be included with the consumer's permission, in individual care planning.

- Opportunities are provided for the ongoing support and relevant training and education for consumers and carers to assist in their effectiveness as consumer and carer representatives.
- Consumers and carers who participate in activities that are primarily consultation and not part of their individual care and support, shall be assessed for remuneration for their time and valued for their unique expertise on a case by case basis at the discretion of the Chief Executive Officer (see Consumer and Carer Payment Reimbursement Policy & Procedure).

Related Documents

Consumer and Care Payment Reimbursement Policy & Procedure