



Government of Western Australia
Child and Adolescent Health Service



CAMHS Consumer Engagement Opportunities

Consumer Advisory Group



Healthy kids, healthy communities

Compassion

Excellence

Collaboration

Accountability

Equity

Respect

Neonatology | Community Health | Mental Health | Perth Children's Hospital

Consumer Advisory Group (CAG)

Consumer Advisory Groups (CAGs) are consumer groups who bring the Consumer Voice to advise mental health services on consumer needs and perspectives.

The Child and Adolescent Mental Health Service (CAMHS) CAG will link into the CAMHS governance structure and service areas to provide a lived experience perspective to services and service improvement.

The CAG will work on issues prioritised by CAMHS and on consumer driven priorities

The **main duties** of the Advisory Group are to:

- Provide advice to CAMHS from a consumer perspective
- Give feedback on the information we provide to the public
- Provide thoughts on experiences of other consumers (e.g. complaints)
- Provide thoughts on how we deliver our services



CAG Roles

Co-Chair: Provides leadership and direction to the CAG. You will help prepare the agenda, review minutes and chair the CAG meeting. You work with the other co-chair and consumer engagement coordinator to ensure the CAG functions well.

CAG Member: A consumer who is a member of the Consumer Advisory Group and plays a role in it's effective functioning.

Portfolio Holder: A member who ensures effective linkages between the CAG and a portfolio (See diagram on final page). You will represent consumer issues from you portfolio area, table relevant items on the agenda take CAG advice back. You may represent a diverse group, a service area or specific issues and will champion your portfolio area to ensure all views are represented. You may also be able to offer a specific or differing perspective that ensure CAG responses reflect a diverse group of consumers.

CAG liaison staff members: A staff member who supports CAG consumers and acts as a champion for consumer engagement. They support linkages between the CAG and service areas and support CAG members



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CAG Meeting Structure

Kick off workshop: A workshop will be held with newly appointed CAG members and key CAMHS staff to agree how it will run

To ensure the **varying perspectives of both young people and families/carers** are given space, it is proposed the whole CAG will meet every two months and on the alternate month the young people and carers will meet separately.

The CAG will pull **relevant consumer issues** from the various CAMHS committees/service areas with a **two way communication flow** focusing on things with consumer relevance/impact

Possible agenda items could include;

- Audit results
- Reviewing consumer feedback – complaints/surveys etc...
- Policy updates
- Advisory function where issues can be taken to them for consultation
- Consumer driven agenda items/ priority areas they want to see change
- Service changes and improvements
- Presentations from appropriate people/bodies etc...
- Training and development for CAG

Month 1
Combined young person
and family/ carer
meeting

Month 2
Young
persons'
meeting

Month 2
Family
and carer
meeting



CAG Portfolio Areas

