



Government of Western Australia
Child and Adolescent Health Service



CAMHS Consumer Engagement Opportunities

Becoming a Consumer Representative



Healthy kids, healthy communities

Compassion

Excellence

Collaboration

Accountability

Equity

Respect

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

What is a consumer representative?

Consumer: A parent, carer, family member, child or young person who has previously accessed (in the last five years), is currently accessing, or who is eligible to access CAHS services in the future.

Consumer representative: A consumer appointed by the health service to formally provide a voice on behalf of consumers and participate in decision-making processes, by being part of a CAHS council, committee, working group or consumer consultation activities.

Consumer Reimbursement: A payment or voucher given to a consumer representative to reimburse them for their time and any costs incurred from being a consumer representative



What is CAMHS

The Child and Adolescent Mental Health Services (CAMHS) offers support, advice and treatment to young people and their families who are experiencing mental health issues. Children and families are referred to Mental Health by their treating therapist, specialist, GP, School or other community organisation.

CAMHS provides recovery-focused programs, and services for children from birth up until a person turns 18 years old.

We are in the community and hospital setting. Families may receive services from one or more of these areas.

The three main areas of Mental Health are:

[Community Mental Health clinics](#)

[Specialised services and day programs](#)

[Perth Hospital Mental Health and inpatient unit.](#)



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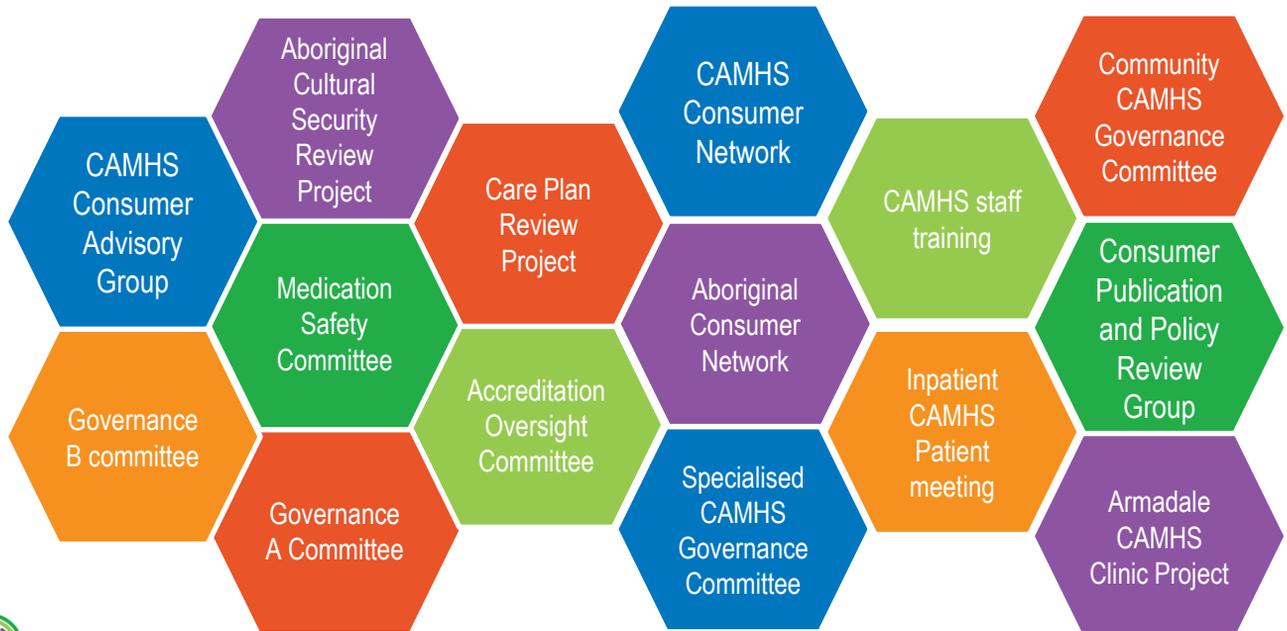
Respect

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Consumer recruitment

CAMHS are running a recruitment drive this September for young people and parent, family or carer consumer representatives to work with them to improve CAMHS services.

We have the following opportunities to get involved in:



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Expectations of a Consumer Representative

- **Confirm your attendance:** let us know if you can't attend or will be late.
- **Arrive on time**
- **Be prepared** for your role. If you've been sent documents to read, make sure you have read them and thought about them. If you have questions, ask your support person for guidance.
- **Speak up** if you have a view or opinion as a consumer.
- **Challenge views** and opinions and **provide a different or new perspective**
- **Seek the views** of other consumers to be able to represent their views
- Work within the boundaries of a **confidentiality** agreement (we will give you guidance about what you can discuss or share with others)
- Ensure you are **polite and respectful**, even if you don't agree with others.
- Use differing views as a chance to **educate, improve and change** the way things are done
- **Ask questions** if you aren't sure or don't understand as we can forget to explain things
- Give us **feedback** on how best to support you and other consumers or improve the way we are doing things.



CAMHS Processes to support consumers

Each consumer representative in a regular role will have;

- An identified **staff support person** who will mentor and support them and champion the consumer role
- **Consumer representative training** which may include additional role specific training
- Access to a **Monthly consumer support session** with Consumer Engagement Coordinator with training and peer supervision components

CAMHS will ensure that there is;

- **Training/induction for staff supporting consumers** to ensure they do this well
- **Administrative support** to process consumer payments on a regular basis and minute consumer meetings
- **Staff allocated to each consumer engagement activity** to facilitate it being effective and meaningful

