

Participating as a
consumer
or carer

10 ways to becoming active in local decision-making

There are many ways in which consumers, carers, families and kinship groups can become involved in, and contribute to, conversations about safety and quality that lead to improved services

1. Talk to your clinician or peer worker about how to get involved
2. Talk to the consumer adviser or complaints manager at the hospital or health service
3. Ask to speak to a member of the quality improvement team
4. Ask any of these people how you can suggest service improvements
5. Ask if you can complete a Your Experience of Service (YES) survey and the Care Experience of Services (CES) survey
6. Subscribe to newsletters from local mental health services, networks or departments
7. Join contact databases and registers for invites to forums and information about care
8. Talk with other people with lived experience to share concerns
9. Talk with Elders or health leaders in your family and kinship groups
10. Contact your state's peak consumer or carer organisation

Find out more
Visit our [website](#)
to read **Section 2**
of the Guide.



Australian Government
National Mental Health Commission