

# Mental Health Service Consumer and Carer Council *CHARTER*

In providing person-centred care, the Mental Health Service (the Service) continuously strives to strengthen partnerships with consumers, families, carers and the community. As a strong foundation for this partnership, the Service has created an ongoing body of selected community representatives. This body is an integral part of the Service and operates as a collaborative partnership to provide mental health services of the best possible quality, efficiency and cost-effectiveness.

**THIS CHARTER** formally endorses the Consumer and Carer Council (the Council), and specifies the mutual purpose and manner of its operations.

**SHARED VISION:** The people of our District will always have the best opportunity to receive appropriate mental health and wellbeing services and to live well in the community, on their own terms.

**THE ROLE OF THE COUNCIL:** This partnership will ensure the lived experience, knowledge and skills of the Nepean Blue Mountains community is utilised in all aspects of improving mental health care and operations. The Council will do this in active and open collaboration with The Service, and also through developing its own priorities and projects aimed at identifying opportunities and workable solutions for service improvement.

**THE ROLE OF THE SERVICE:** This partnership will respect and support the Council as an equal partner in improving mental health care and operations. The Service will promote and enable opportunities for Council capacity building, and will provide suitable administrative support.

**PRINCIPLES:** The Service and Council partnership will keep the interests of mental health consumers, families, carers and staff of the Local Health District at the core of its activities and decision-making. In doing so, the partners will observe the agreed principles of:

**Trust, empathy and safety:** The partners will demonstrate empathy and will operate in a safe environment, valuing all members.

**Diversity:** The Service and Council will recognise and be inclusive of diversity of race, ethnicity, gender, sexual orientation, socio-economic status, age, physical abilities, religious beliefs, political beliefs and other ideologies.

**Equal partnership:** Consumers, families and staff will work together with an equal voice while understanding that The Service bears ultimate responsibility.

**Mutual respect:** The partners will acknowledge and value the views, skills, knowledge and experiences of consumers, families, carers and staff.

**Openness:** The partners will work collaboratively on shared goals, and will trust the process and learn together.

**VALUES:** The Council will acknowledge and practice the values laid out in the Strategic Plan of the Mental Health Service.

**EXECUTIVE SPONSOR:** The Director of Mental Health will be the Executive Sponsor of The Council and will take responsibility for overseeing the successful implementation of this Charter.

**TERMS OF REFERENCE:** The Service and The Council will, from time to time, jointly formulate Terms of Reference which set out the modus operandi of The Council, including its detailed functions, specific tasks, membership composition and requirements, reporting responsibilities, administrative support by The Service and like matters.

**ANNUAL REPORT:** The Council will provide a timely Annual Report each calendar year outlining the activities, operations and achievements of The Council.

This Charter is duly authorised by:

\_\_\_\_\_ on \_\_\_\_\_  
**Kay Hyman**

Chief Executive

Nepean Blue Mountains Local Health District

\_\_\_\_\_ on \_\_\_\_\_  
**Date**