



# The Benefits of MH-CoPES

## ***Consumer participation:***

Consumers have a genuine opportunity to participate in the evaluation of services and to help develop change for better services.

## ***Consumer evaluation of mental health services:***

Consumers use the MH-CoPES Questionnaires to have a say about their services. To say what they liked as well as what needs improvement.

## ***Consumers and staff decide service improvements:***

Because staff and consumers decide what improvements will be made, they then feel a sense of pride and ownership over their service improvements, because they made them happen.

## ***Closer working relationships between staff and consumers:***

Staff and consumers have found that they enjoyed the collaborative working of MH-CoPES and wanted to do more things together.

## ***Transparent and accountable services:***

The outcomes from the Questionnaire and the outcomes from the “*Action and Change*” step are reported back to NSW Health, services and consumers. This ensures that services and NSW Health are accountable to consumers and the MH-CoPES outcomes are transparent.

## ***Achieving key performance indicators:***

MH-CoPES provides the mechanisms for services to achieve performance indicators and government targets related to consumer participation, listening and responding to consumers.

## ***Better services:***

By focusing on key areas that consumers would like to see improved and discussing improvements with consumers and staff, services are able to create changes that make better services.

## ***Recognition of contribution:***

Staff feel appreciated and recognised for their hard work through promotion of their strengths in MH-CoPES Reports.