



The nine principles underpinning MH-CoPES

- Recovery orientation:** A recovery orientation to service provision means that at a systems level mental health services are to be guided by consumers' experiences and views of what works and what does not. Consumer evaluation of services is a central feature of a recovery orientation.
- Consumer participation:** Consumer evaluation of mental health services is an enactment of genuine consumer participation, most particularly at service and systems levels.
- Empowerment:** Consumer evaluation of mental health services is fundamentally informed by, and directed towards, creating opportunities for consumer empowerment.
- Accountability:** Services are accountable to consumers, families and carers, staff, funding bodies, and the NSW community.
- Continuous improvement:** Services should be striving to develop and advance their service delivery as a core part of their work. Continuous improvement is one of the quality indicators of NSW Health.
- Privacy and safety:** Evaluation of mental health services should be an activity that consumers and staff engage in, knowing their individual privacy will be maintained without fear of adverse repercussions.
- Accessible and equitable:** Evaluation processes should be freely available to everyone wishing to become involved.
- Efficient and effective:** The process of consumer evaluation should be easy to engage in, without creating unnecessary extra burden for consumers, staff or services. The process should also be effective, in that it guides service change on the ground.
- Service and systems focus:** The primary focus of consumer evaluation of services is to identify problems within the system, and at service levels. It is not aimed at identifying problems at individual levels, which is the focus of other quality processes in services.