





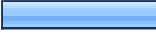


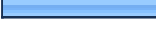









1. The recent election process for the Mental Health Carer Representative Program was well-managed, fair and I am satisfied with the outcome.

		Response Percent	Response Count
Strongly Agree		8.3%	1
Agree		8.3%	1
<b>Neutral</b>		<b>33.3%</b>	<b>4</b>
Disagree		0.0%	0
<b>Strongly Disagree</b>		<b>33.3%</b>	<b>4</b>
Don't know		16.7%	2
Do you have comments or suggestions about the process and how it could be improved?			8
<b>answered question</b>			<b>12</b>
<b>skipped question</b>			<b>2</b>

**2. Following the election process, there have been opportunities for me to engage with the elected Mental Health Carer Representatives to put forward my views.**




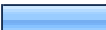

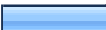
		Response Percent	Response Count
Strongly Agree		8.3%	1
<b>Agree</b>		<b>25.0%</b>	<b>3</b>
Neutral		16.7%	2
Disagree		16.7%	2
<b>Strongly Disagree</b>		<b>25.0%</b>	<b>3</b>
Don't know		8.3%	1
Your comments or suggestions			9
<b>answered question</b>			<b>12</b>
<b>skipped question</b>			<b>2</b>

**3. The MH Carers Program provides strong and effective support to mental health carer representatives.**

		Response Percent	Response Count
<b>Strongly Agree</b>		<b>25.0%</b>	<b>3</b>
Agree		16.7%	2
<b>Neutral</b>		<b>25.0%</b>	<b>3</b>
Disagree		16.7%	2
Strongly Disagree		8.3%	1
Don't know		8.3%	1
What other supports could be put in place?			8
<b>answered question</b>			<b>12</b>
<b>skipped question</b>			<b>2</b>

4. What can Carers ACT do to better facilitate the engagement of mental health carers?		Response Count
		8
	answered question	8
	skipped question	6

5. Can you identify any barriers to the success of the Mental Health Carers Program?		Response Count
		10
	answered question	10
	skipped question	4

6. The MH Carers Program has been effective in influencing government policies in relation to mental health carers		Response Percent	Response Count
Strongly Agree		16.7%	2
Agree		25.0%	3
Neutral		16.7%	2
Disagree		16.7%	2
Strongly Disagree		8.3%	1
Don't know		16.7%	2
Can you identify particular areas where this influence has been important?			8
		answered question	12
		skipped question	2

7. Please use the space below to include any other comments that you may have.	
	Response Count
	8
answered question	8
skipped question	6

## 1. The recent election process for the Mental Health Carer Representative

Do you have comments or suggestions about the process and how it could be improved?		
1	More information needed to be circulated about the candidates. The process of election was such that if you voted ahead of the meeting, there was no process to allow your vote to be altered if the candidates of your choice were already elected to other positions. I am concerned that such a small proportion of people who support people with mental illness are represented in Carers ACT. I do not think that it is healthy that people hold more than one representative position or that they hold any one position for more than two terms.	Nov 22, 2010 3:47 AM
2	Clearly the intent of the process was true and correct. However, the execution was flawed. Due in part to the actions of one member.	Nov 22, 2010 4:52 AM
3	It was heavily biased towards a couple who canvased voters for over 3 months with numerous emails each day, encouraging other Carers to vote for them. I was informed of this situation on the evening of voting. The monopoly that now exists, means ideas are limited to a small number controlling the various committees. Thus limiting perspectives to a few rather than many, as was the case before the committee elections.	Nov 22, 2010 9:57 AM
4	It took 6 or more months of negotiations, several cancelled meetings and guidance to get Carers ACT (CACT) to come up with a reasonable model. We understand there are approximately 700 mental health carers (CEOs figures) but only 70 notices of elections were issued by CACT. We wonder what selection criteria were used to decide who would be invited to vote and why? The outcome could have been fairer if all mental health carers were involved. Obviously I am not happy with outcome despite some good representatives being elected.	Nov 22, 2010 9:37 PM
5	I wish you had have separated the elements of this question - I do not think it was that well-managed - I had to send a couple of emails to get papers sent out to me - by the time I received them, had I used them, they would not have made it back to the office to be included in the vote - so I had to go in person to vote. I suppose that management therefore impacts on fairness. I am reasonably satisfied with the outcome and have good communication with several of the people who are in roles - although to be honest I am not clear of everyone who is in which roles in an ongoing way at present. I was certainly very glad that I had an opportunity to vote and express my opinion in that way. I really appreciated all the effort taken to be fair and inform us of the various candidates positions and experience.	Nov 23, 2010 12:46 AM
6	I know it looked like a safe way to do the election, but it looks like some mustered up group votes by campaigning for the position. therefore I wonder if it was fair to others who did not have such a strong group following	Nov 23, 2010 4:32 AM
7	Candidates were not required to address any selection criteria. This made any assessment very difficult. I am not totally satisfied with the results. We need as many different Carers as possible in representative roles. Our situations are all different and we all have something to contribute.	Dec 1, 2010 12:00 AM

## 1. The recent election process for the Mental Health Carer Representative

### Do you have comments or suggestions about the process and how it could be improved?

- |   |  |                     |
|---|--|---------------------|
| 8 | I nominated for a position as a Carer representative but at the last minute was not able to attend the election. I feel that my non-attendance impacted upon my chance of election | Dec 8, 2010 7:08 AM |
|---|--|---------------------|

## 2. Following the election process, there have been opportunities for me to

### Your comments or suggestions

- |   |  |                       |
|---|--|-----------------------|
| 1 | I do get information, but I do not know how to contact representatives other than through means that I had already personally initiated. I do not find that the reports in the e-bulletin are encouraging of feedback.   | Nov 22, 2010 3:47 AM  |
| 2 | This is my problem alone, I think. I have been really busy with work commitments and when I am in Caring mode, I just do not have time to devote to Carers ACT as much as I would wish   | Nov 22, 2010 4:02 AM  |
| 3 | It would appear the elected member and his wife, do not want scrutiny.   | Nov 22, 2010 4:52 AM  |
| 4 | I was phoned 2 weeks after the voting process on the 8th July, when I spoke with Claire for 45 minutes, informing her of my dissatisfaction. She asked me then would I fill out a survey, regarding the voting process. The day I spoke to Claire was the 16th July. I have just received my survey today...the 22nd November; more than 4 months later.   | Nov 22, 2010 9:57 AM  |
| 5 | There is no regular mechanism for meeting with reps. Meetings held at Holt may as well be held on the moon for 80% of MH Carers, particularly when these are held at 5pm (meal time) which may suit working carers but not live in carers and those with children. I have been able to engage with two elected reps but the others remain invisible to me and i have no idea what views they put forward at committee meetings eg, their own views or consensus views of other carers. I am not aware what items are discussed. Much improvement in communication between elected reps and MH Carers is needed although there are a couple of exceptions who share information regularly and seek other MH Carers views.   | Nov 22, 2010 9:37 PM  |
| 6 | I am involved in a forum of mental health carers which provides lots of opportunities for feedback and input in an ongoing way. I have particular praise for Phillip Bell who bends over backwards to be utterly transparent and accountable and reports on all the meetings he attends.   | Nov 23, 2010 12:46 AM |
| 7 | sometimes it is difficult to give them feedback or they may have another agenda  | Nov 23, 2010 4:32 AM  |
| 8 | The proposed get togethers of representatives (committees, working parties and advisory groups) have not eventuated.   | Dec 1, 2010 12:00 AM  |
| 9 | I am extremely busy with my volunteer roles in the community and with completing studies. On a daily basis I receive many MH sector-related emails. I do not recall any being sent to me to provide me with an opportunity to meet up with the representatives. I suggest that information be sent in letter format, as in general I read my snail mail and flag emails of interest to read at a later date. Sometimes I just don't get around to reading all the flagged emails. There is no one as far as I can tell that is representing the CALD community. This is an incredible oversight on the part of Carers ACT who provide support groups for carers from many cultural groups. This would be a person who I would contact about my concerns as my father was born overseas and my son who has MI has a father who was born and is a resident in another country. | Dec 8, 2010 7:08 AM   |

### 3. The MH Carers Program provides strong and effective support to mental

What other supports could be put in place?		
1	On the whole, I have had outstanding support in my representative role which I have undertaken for the last two years.	Nov 22, 2010 4:02 AM
2	As commented on there has been no feed back.	Nov 22, 2010 4:52 AM
3	When I first became associated with Carers 4 years ago, I felt there was a lot of support and interest within the carers group of workers, as well as family carer members involved. It changed early last year, and the poor treatment during the voting process meant I reassessed my place as a carer within the Carers group. I read the monthly newsletter, but that is the limit of my participation.	Nov 22, 2010 9:57 AM
4	I presume this relates to the elected reps themselves. From some feedback I have received not much support has been provided to date to elected reps. However I doubt that "non-Reps" can comment objectively on this question.	Nov 22, 2010 9:37 PM
5	I believe there is going to be an advocacy function funded soon which would be a necessary form of support	Nov 23, 2010 12:46 AM
6	Refer question 2.	Dec 1, 2010 12:00 AM
7	I am not sure what support is offered to representatives, although I do receive many emails from the program manager. I suppose and email is not the mode I would use to connect with people to provide support. It is remote and relies entirely on a person's capacity and time to read. Perhaps a phone call or function that is fun with food and sharing of company (especially since some of us are so isolated) might be a better way to connect.	Dec 8, 2010 7:08 AM
8	payment to a similar level of other committee members	Jan 5, 2011 2:38 AM

### 4. What can Carers ACT do to better facilitate the engagement of mental

Response Text		
1	It may not be possible. "Carers" are very busy and often emotionally exhausted. I suspect that they need an outreach service.	Nov 22, 2010 3:47 AM
2	I think they are having staff issues at the moment and there is difficulty finding out who is at the helm of certain activities.	Nov 22, 2010 4:02 AM
3	Carers ACT would have to be out of the influence of Gov. NOT be dependent on \$\$ and thus beholden to them.	Nov 22, 2010 5:33 AM
4	encourage some of the younger carers to get involved with committees. There are too many very old and tired perspectives. It needs a fresh approach.	Nov 22, 2010 9:57 AM
5	Provide some meaningful resources. One part time liaison worker (position unfilled for months) and one policy officer whose duties are mainly on general caring matters does not show much commitment to Mental Health Carers. Regular quarterly forums could be held to disseminate information and involve 'meet and greet" your elected reps. Perhaps questionnaires could be handed out at Forums seeking views on topical subjects and the same questionnaire circulated to non attending carers. Perhaps a working group of MH Carers could be formed to analyse returns and thus give carers ownership in partnership with CACT. Seek a position on Mental Health Community Coalition Board there has been no CACT representative for several years. This absence has been noted in various quarters.	Nov 22, 2010 9:37 PM
6	Carers ACT seems fairly responsive	Nov 23, 2010 12:46 AM
7	Visit community mental health teams and bed based services to talk to staff about what carers offer	Nov 23, 2010 4:32 AM
8	Can't comment	Dec 8, 2010 7:08 AM

## 5. Can you identify any barriers to the success of the Mental Health Carers

Response Text		
1	A very experienced, intelligent and thoughtful person once told me that support organisations have a tendency to take on the characteristics of the illness involved. I have seen a tendency for organisations in this area to be fraught with conflict and to fragment too easily.	Nov 22, 2010 3:47 AM
2	There is lack of awareness in the community of what the Mental Health Carers Program does. Those caring for people with mental health issues are often worn down by the process and are mistrustful that there is any help out there for them or that anyone really cares.	Nov 22, 2010 4:02 AM
3	Yes, clearer guidelines to elections.	Nov 22, 2010 4:52 AM
4	as above	Nov 22, 2010 5:33 AM
5	Old, die-hard carers who won't allow new, younger, fresher voices onto committees. They are preventing progress and focussing on their own egos and self-promotion.	Nov 22, 2010 9:57 AM
6	A major barrier is an overt warm and fuzzy "Big Brother Attitude" of we know what is best for you and "have another dose of it" rather than really asking us MH Carers what we want and need. It is extremely awkward for CACT to be both a Service Delivery organisation and an Advocacy body, the two activities do not work well or lay together comfortably.	Nov 22, 2010 9:37 PM
7	There seems to have been issues arising out of what constitutes politics in the issues linked to mental health carers programs - politics is unavoidable in any system of representation - what one person perceives as 'dangerous' politicking may be seen by another as the ordinary right and responsibility of mental health carers as citizens	Nov 23, 2010 12:46 AM
8	I think you are doing well	Nov 23, 2010 4:32 AM
9	The nature of the "beast" that is "mental health". Carers need to be looking after their own mental health and their capacity to participate fully fluctuates.	Dec 1, 2010 12:00 AM
10	No representation for people of CALD background	Dec 8, 2010 7:08 AM

## 6. The MH Carers Program has been effective in influencing government

Can you identify particular areas where this influence has been important?		
1	I have seen little improvement in policies in twenty years, Indeed I have seen some backward steps. If there has been influence it has not beneficial.	Nov 22, 2010 3:47 AM
2	The most recent paper I see on identifying the Rights of Consumers with Mental Health issues and what they can expect from Medical and associated professionals was a case in point.	Nov 22, 2010 4:02 AM
3	Awareness of mental health issues in the ACT and an increase in funding for programs.	Nov 22, 2010 9:57 AM
4	Sadly CACT is heavily reliant on Govt subsidies and grants (Cwth and ACT) to exist and as a result policy advancement is relatively soft and incremental in line with Govt thinking.	Nov 22, 2010 9:37 PM
5	As far as I know, the Charter of rights etc	Nov 23, 2010 12:46 AM
6	Policy	Nov 23, 2010 4:32 AM
7	I believe there are a number of people who have been active for a long time in pushing forward the Carer agenda. These same people are also involved in representation at a national and state level and on other Canberra committees.	Dec 8, 2010 7:08 AM
8	Some recognition of the effect of mental illness on carers and families and the value of their consultation in development treatment	Jan 5, 2011 2:38 AM

## 7. Please use the space below to include any other comments that you may

Response Text		
1	We have had wonderful counselling as parents from Carer's ACT and this has certainly helped us play a better role as parents for someone who has a complex mental health profile. I will always be grateful for that.	Nov 22, 2010 4:02 AM
2	Personalities should be discouraged from elections.	Nov 22, 2010 4:52 AM
3	People on committees should only sit for 2 years. no person should be allowed on more than one committee at a time.	Nov 22, 2010 9:57 AM
4	I suggest CACT objectively review its ability to be both a service delivery organisation and an advocacy body. Using Holt as a meeting place for Mental Health Carers disenfranchises many tired and drained MH carers. Look to providing case work managers for carers in a similar manner to caseworkers for consumers. These case managers could look to health, diet, social activities and general welfare of MH carers, many who neglect themselves badly.	Nov 22, 2010 9:37 PM
5	V. grateful to have support and representation Thank you	Nov 23, 2010 12:46 AM
6	thankyou for always looking at ways to move forward	Nov 23, 2010 4:32 AM
7	I am happy to discuss these matters and can be contacted on 0403 497 959.	Dec 8, 2010 7:08 AM
8	Review of education for Psychiatrists to more closely consider the person not focus on the condition alone	Jan 5, 2011 2:38 AM