

Carers ACT Mental Health Strategic Priorities for 2011

Some 90 votes were received from 34 responses (not everyone used their 3 votes). The priority areas are listed below.

Rank	Votes	Issue
1	11	Investigate and determine a suitable way to pursue legal recognition of ACT carer rights, through legislation or a charter, taking into account relevant national and state developments in this regard. This work would also consider establishing with ACT consumers the right balance between consumer right to autonomy and privacy and the rights of carers
2	9	CACT should promote models of supported housing for the ACT.
2	9	Advocacy around more streamlined management of mental health services in the ACT so a person only has to tell their story once – better sharing of health information etc.
2	9	Ensure carers have a role in new service quality improvement processes – the feedback from carers should be collected, validated and fed into a new system of service improvement.
3	8	Ensure carers are at forefront of determining new frameworks of accountability in mental health – what information do carers need to feel confident that the system is getting better?
4	6	CACT to ensure carers understand their options and entitlements regarding benefits, services, pensions.
4	6	CACT to push for more and better services for young people – beyond mental health into education, community support etc. This is palpable gap in the ACT.
4	6	A new program to ensure the health of mental health carers – along the lines of care provided under Private Health Insurance type arrangements – to ensure the physical health and other needs of mental health carers are not neglected.
4	6	Ensure adequate respite care is available in the ACT for mental health carers, for short term help, for holidays etc.
5	4	CACT to push for the establishment of one central phone number to handle complaints about the mental health service system when problems accessing care arise to make it easier for carers to make themselves heard.
5	4	Establish a specialist service to assist carers complete benefit and other forms, Centrelink etc.
5	4	CACT to push for more support for consumers with caring responsibilities – this is a neglected area.

Rank	Votes	Issue
6	3	CACT to offer new opportunities through workshops etc for carers to get together to learn, for respite and for fun.
7	2	Establish legal-aid type service for carers.
8	1	Better marketing of CACT services - a roadshow to the community to ensure opportunities for carer assistance are taken up.
8	1	Recognise DVA carers as part of the community of mental health carers.
8	1	CACT to investigate the extent to which carers can help identify unmet demand for care in the ACT.
n/a	0	Try to create more consistency of approach for mental health carers across agencies, governments and jurisdictions.