



# Consumers Can Ask Checklist



Discuss:

Completed

<b>Copy of Consumers Can Ask (ConCa) provided?</b>	
<b>General Treatment</b> What will treatment entail?	
<b>Treatment Service Policies</b> What are the rules of the service?	
<b>Consent/Information Sharing</b> What information will be shared and with who?	
<b>Staff</b> How is the service staffed and how available are they?	
<b>Daily Activities</b> What daily activities are available? Eg. Groups, recreation	
<b>Medications</b> Current medication and side effects	
<b>Consumer Supports</b> What carer supports are available Eg. Peer support	
<b>Involving Carers in My Treatment</b> How will the person's carer(s) be involved?	
<b>Culture</b> How will the person's cultural needs be provided for?	
<b>Relapse/Becoming Unwell</b> What are the signs top look out for?	
<b>Risk Reduction</b> What are the key risks for the person?	
<b>Relevant Crisis Contacts</b> What phone numbers will be useful in a crisis situation?	
<b>Next Steps from this Service</b> How does discharge planning occur and who is involved?	
<b>Returning to the Service</b> Can the person use the service after being discharged?	
<b>Links with Other Services</b> What referrals have been made?	
<b>Anything Else</b> Resources including education programs	

To access this checklist or Consumers Can Ask booklet visit the Nexus website

<https://www.svhm.org.au/our-services/departments-and-services/n/nexus/consumers-can-ask>