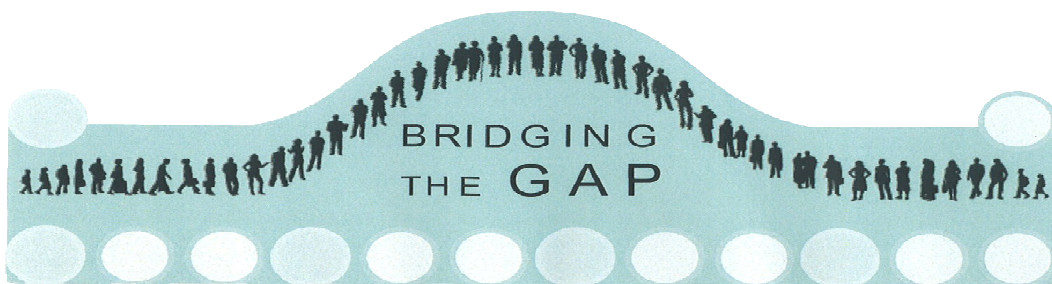




NSW CONSUMER ADVISORY GROUP – MENTAL HEALTH INC.

STRATEGIC PLAN 2011 TO 2015



NSW CAG: Bridging the gap between mental health consumers and the NSW
Government

The NSW Consumer Advisory Group – Mental Health Inc.
is funded by the NSW Department of Health

ABOUT NSW CAG

The NSW Consumer Advisory Group – Mental Health Inc. (NSW CAG) is the peak statewide body in NSW representing the views of mental health consumers (people who use mental health services) at a policy level, working to achieve and support systemic change.

Our vision is for all mental health consumers to be able to participate meaningfully in society and to experience fair access to quality and recovery focused services which reflect their needs.

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Published October 2010

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INTRODUCTION

The 2011 to 2015 Strategic Plan of the NSW Consumer Advisory Group – Mental Health Inc. (NSW CAG) capitalises on the growth undertaken by NSW CAG through our 2008 to 2010 Strategic Plan. Over the past three years, NSW CAG has made significant strides in being recognised as the peak body representing mental health consumers in NSW. Not only has the organisation and the team at NSW CAG grown, but so too has our presence at a state level, and with this our representation of the views of NSW mental health consumers.

Over the next five years, our focus is on consolidating this work and growth, and continuing to enhance our capacity to provide a strong voice for the views of mental health consumers in NSW. We will continue to provide leadership to work towards ensuring that all mental health consumers are able to participate meaningfully in society and experience fair access to quality and recovery focused services which reflect their needs.



THE NSW CONSUMER ADVISORY GROUP – MENTAL HEALTH INC.

Our Vision

Our vision is for all mental health consumers to be able to participate meaningfully in society and to experience fair access to quality and recovery focused services which reflect their needs.

Our Constituents

Our constituents are mental health consumers in NSW

Our Purpose

Our purpose is to ensure that mental health consumer views are heard by policy makers, service providers and the community, through promoting consumer and carer participation in relevant policy making and service development decisions

OUR VALUES

Inclusiveness

Valuing & respecting
difference without
judgement

Justice & Equity

Promoting the rights &
dignity of consumers in
an equitable way to
reduce discrimination &
stigma

Collaboration

Working in effective
partnerships to achieve
common goals

Integrity

A strong ethical base,
accountable &
legitimate in
representing the views
of consumers

Innovation

Valuing new, effective
ways to proactively
influence

Openness

Being open, transparent
& responsive to the
needs and views of
consumers

OUR GUIDING PRINCIPLES

Being person centred and empowering consumers in the interests of consumers

Adopting a recovery approach to building positive futures

Promoting positive images and reducing stigma and discrimination

Enhancing best practice and building understanding of effective approaches to consumer participation

Capacity building of our organisation, consumers and services

Promoting professionalism and continuous improvement in our ways of working

WHAT WE DO (OUR ACTIVITIES)

Seek Consumer Views

- ◆ consultation forums
- ◆ networks

Advise & Influence

- ◆ consumer representation through:
 - committee representation
 - submission writing
 - media releases
 - meeting with Ministers
- ◆ feedback to government about mental health services

Communicate & Disseminate Information

- ◆ networking
- ◆ e-news, newsletter
- ◆ website

Research & Gather Evidence about:

- ◆ consumer service needs
- ◆ best practice mental health consumer participation
- ◆ quality mental health services

Build Capacity

- ◆ facilitate consumer participation & representation
- ◆ provide training & education
- ◆ promote responsiveness of services to consumer needs

THREE MAJOR FOCUS AREAS FOR THE NEXT FIVE YEARS

For the next five years we will focus on three major areas:

Lead

Provide leadership in our sector on issues relevant to mental health consumers

Extend

Enhance the ways in which we work to ensure consumers' voices are heard

Strengthen

Build a sustainable and capable organisation

PROVIDE LEADERSHIP IN OUR SECTOR ON ISSUES RELEVANT TO MENTAL HEALTH CONSUMERS

Goal 1: Provide a strong statewide voice for the breadth of mental health consumers in NSW

By 2015 we will have:

- Representation on key statewide mental health committees
- Collaborated with Aboriginal, CALD, and forensic consumers to raise key issues at a state level
- Proactively raised and effectively represented consumer views on key issues
- Employed a range of communication tools and media to ensure effective communication of the views of consumers
- Represented NSW consumers' views at a national level

Goal 2: Lead the development of statewide participatory systems for all mental health consumers

By 2015 we will have:

- Been instrumental in developing a statewide framework for best practice in consumer participation in the mental health system
- Been leaders in the ongoing development of the consumer workforce in public mental health services in NSW
- Led initiatives for consumer participation in service evaluation and quality improvement

Goal 3: Advocate for fair access to quality and recovery focussed services that reflect the needs of the breadth of mental health consumers in NSW

By 2015 we will have:

- Evidence that NSW CAG media comment generates media interest and coverage, stimulating debate relating to the service needs of consumers
- A program of regular meetings with politicians and other officials to raise issues related to the provision of quality and recovery focussed services that are accessible to all consumers
- Provided quality submissions to state bodies related to enhancing consumers' access to quality and recovery focussed services reflective of their needs

ENHANCE THE WAYS IN WHICH WE WORK TO ENSURE CONSUMERS' VOICES ARE HEARD

Goal 1: Implement diverse ways to engage with the breadth of consumers from the state

By 2015 we will have:

- An expanded, representative consultative base
- Developed and tested ways for consumers from culturally and linguistically diverse and Aboriginal communities and forensic consumers to participate in NSW CAG's work and activities
- Developed and implemented innovative ways for consumers to have input into the work of NSW CAG

Goal 2: Build our capacity to work innovatively to advocate and represent mental health consumers in NSW

By 2015 we will have:

- Reviewed and refreshed our approaches to advocacy and representation work
- Built the evidence base to support our work
- Established NSW CAG as the recognised peak body representing mental health consumers at a statewide level
- Entered into new strategic partnerships

Goal 3: Build the capacity of mental health consumers in NSW to participate in systems advocacy

By 2015 we will have:

- Developed a range of resources available on line to support people to undertake systems advocacy
- Developed the resources to support local networks and groups to undertake local systemic advocacy work and link to NSW CAG
- Delivered and promoted training opportunities for consumers in systems advocacy

BUILD A SUSTAINABLE AND CAPABLE ORGANISATION

Goal 1: Consolidate corporate governance structures and expertise

By 2015 we will have:

- Increased engagement of our membership in the governance of the organisation
- Strengthened corporate governance mechanisms to maintain best practice standards of corporate governance for a non-government organisation of NSW CAG's size
- Managed organisational risk at an appropriate level

Goal 2: Enhance our systems and continue to develop our staff

By 2015 we will have:

- Developed and implemented an effective information and data management system that supports the work of the organisation
- Reviewed and refined the management structure to meet the changing needs of the organisation
- Built the knowledge base of the organisation and developed and implemented systems to ensure the organisational retention of knowledge
- Developed and implemented systems to guide ways in which core activities are performed to support staff in their roles

Goal 3: Consolidate funding and diversify funding streams

By 2015 we will have:

- Maintained current core funding through NSW Health
- Achieved project based funding from diverse sources

