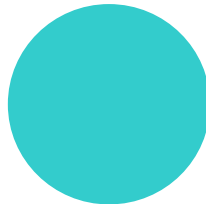
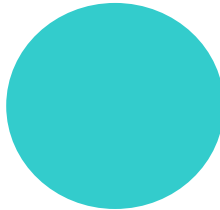
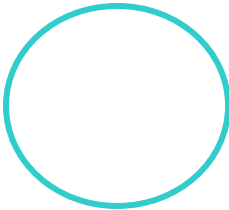


NSW Consumer Advisory Group – Mental Health Inc



Strategic Plan 2008 – 2010

We would like to thank Westwood Spice for guiding us through the process of developing this plan





Our Vision

Our vision is for all mental health consumers to experience fair access to quality 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 6 Values

Inclusiveness

Valuing & respecting difference without judgement

Justice & Equity

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

Integrity

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

Openness

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

Collaboration

Working in effective partnerships to achieve common goals

Innovation

Valuing new, effective ways to proactively influence

What we do (our Activities)

Seek Consumer Views

- consultation forums
- networks

Advise & Influence

- submission writing
- consumer representation
- feedback to government about mental health services

Communicate & Disseminate Information

- networking
- e-news, newsletter
- web

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

Other critical stakeholders

- Families
- NSW Health: Mental Health and Drug & Alcohol Office
- AHS mental health services
- Other government departments
- Other mental health service providers
- Mental health NGOs
- All NSW citizens

Our guiding principles

Being person centred and empowering consumers and carers 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

Capacity building of our organisation, consumers and services

Promoting professionalism and continuous improvement in our ways of working

Three major focus areas

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

Excellence and sustainability

Strengthening our organisation

Strengthen

Build a strong, viable organisation reflective of consumer perspectives and with varied funding sources

Growth and participation

Extending our scope and reach

Extend

Increase the scope and reach of our activities, enhance consumer participation & develop new models of participation.

Leadership and influence

Building our profile and influencing issues

Lead

Build our public and research profile to provide leadership in our sector and to have influence on consumer mental health issues in NSW.

Our Goals in Each Major Focus Area

“Excellence and sustainability”

Build our systems, staff & partnerships

Strengthen

Strengthen our corporate governance develop & a broad membership base

Diversify & fortify our funding streams

“Growth and participation”

Increase the scope & reach of our activities

Build our capacity to enhance consumer participation & representation

Grow & innovate our participation models to achieve greater impact

Extend

“Leadership and influence”

Build our public profile, participation & influence at senior levels

Lead

Grow our evidence base & research profile

Initiate and lead debate on consumer perspectives