



National Mental Health Consumer and Carer Forum Strategy 2014 – 2017

Strategy	2015 – 2017 Core Activities	2017 Outcomes
<p>1 COLLABORATION Enhance, promote and progress genuine national partnerships and inclusion of mental health consumers and carers at all levels of government and community.</p>	<ul style="list-style-type: none"> • Consult and complete correspondence with identified key stakeholders • Align consultation outcomes with existing NMHCCF work plan activities • Communicate and finalise contract negotiation with funding bodies • Renew existing MOU's and establish MOUs with new identified organisations 	<ul style="list-style-type: none"> • NMHCCF profile and influence increased • Work plan activities aligned and implemented • Operational funding secured • Identified MOUs alliances established
<p>2 PROMOTION Improve access to, and sharing of, NMHCCF information between national, state and territory networks and organisations.</p>	<ul style="list-style-type: none"> • Implement Communication strategy against scheduled timeframe • Design a distribute a suite of consistent brand and standardised NMHCCF materials • Identify and source funding for NMHCCF projects, publications and Advocacy Briefs • Design a NMHCCF digital presence plan that includes website utilisation and search engine optimisation 	<ul style="list-style-type: none"> • Communication impact and reach increased • Promotional materials actively in use and NMHCCF brand recognition increasing • Additional funds secured increased project and publication outputs • Website analytics identify an upwards trend in use and time spent on the website
<p>3 CAPACITY Increase capacity of mental health consumers and carers to advocate for and participate in legislation and policy development, implementation, delivery and evaluation at all levels.</p>	<ul style="list-style-type: none"> • Research and share information about capacity improvement and professional development opportunities available to consumers and carers • Design and develop capacity building activities to be integrated into NMHCCF and National Register skill and development workshops and other mental health conferences • Use website and emails to share stories of lived experience and provide practical advice on ways consumers and carers can participate 	<ul style="list-style-type: none"> • Increased consumer and carer capability for advocacy, leadership, committee membership and national representation • Increased penetration and awareness of advocacy skills, evidenced by consumer and carer desire to participate in advocacy, leadership, national representation and the shared benefits of participation widely understood
<p>4 ADVOCACY Provide an informed strong and unified voice on consumer and carer issues to government, the mental health sector and other identified stakeholders.</p>	<ul style="list-style-type: none"> • Revise new NMHCCF member induction process to include advocacy process • Revise members roles and responsibilities section of the NMHCCF Operating Guidelines to contain information on the advocacy process, including how advocacy briefs, position papers and submissions are produced • Increase NMHCCF member awareness of the agreed views of the Forum by each familiarising themselves with the key messages of all advocacy briefs and publications, and seeking an understanding of membership views via the secretariat when information is not able to be sourced via advocacy briefs or publications • Maintain a high quality standard of production of advocacy briefs and publications • Develop a distribution strategy to increase circulation and dissemination of advocacy briefs and publications • Ensure website language is balanced between professional engagement and consumer and carer appropriate terminology 	<ul style="list-style-type: none"> • NMHCCF members have read and can reference collective key points in all existing NMHCCF advocacy briefs and publications • NMHCCF members utilise and consistently speak from the recommendations and views pertained in the advocacy briefs when representing the NMHCCF • 10 advocacy briefs aligned to consumer and carer issues developed • Consumers and carers utilise the NMHCCF website as an information and reference portal

<p>5 PRACTICES Identify and promote good and ethical mental health initiatives, ensure the adherence of human rights principles and legislation. Insist on meaningful inclusion and recognition of consumers and carers in all aspects of a contributing life framework.</p>	<ul style="list-style-type: none"> • Conduct annual literature review, including evidence of good and ethical mental health initiatives • Develop a reference guide of human rights principles and legislation for the use and education of consumers and carers, including the UN Convention on the Rights of Persons with Disabilities and Australia's Civil Society Reports. • Seek evidence from mental health services demonstrating inclusion and recognition of utilising lived experience expertise in their services • Identify mental health service practices that do not adhere to human rights principles and legislation 	<ul style="list-style-type: none"> • Good and ethical information available as a resource on the website • Human rights reference guide disseminated to key stakeholders • Evidence based inclusion initiatives referenced on website and in material production • Letters sent to all federal and shadow ministers and relevant departments
<p>6 KNOWLEDGE Build a knowledge base of mental health services and programs, national and jurisdictional plans, Acts and strategies to underpin and inform the work of the NMHCCF.</p>	<ul style="list-style-type: none"> • Develop knowledge of current status of mental health plans, Acts and strategies and understand planning processes • Identify and develop a database of the key groups and individuals responsible for national and state/territory mental health activities • Advocate to identified decision makers of mental health plans and strategies to influence planning activity outcomes • Ensure identified information is accessible 	<ul style="list-style-type: none"> • All work plans and strategies reference existing mental health plans where appropriate • A database of key contacts is available • Relationships with key groups and individuals are strong • Increased consumer and carer knowledge of mental health plans, Acts and strategies.

NMHCCF members identified the following six priority areas; these priorities create a pathway and determine what needs evaluation within the goals of our 2015 – 2017 work plan activities.

- **PERSON CENTRED APPROACH**
- **PROMOTE CONSUMER AND CARER PARTICIPATION**
- **SOCIAL INCLUSION AND RECOVERY**
- **PSYCHOSOCIAL DISABILITY**
- **PEER WORKFORCE**
- **RIGHTS DISABILITY AND MENTAL HEALTH**