

Consumer Participation Group

*Building better mental
health services together*





Who makes up the CPG?

The Consumer Partnership Group (CPG) is made up of people who share a desire to make mental health services as good as they can be and a belief that, for this to be possible, the voice of consumers has to be heard and valued at every level.

Group members include people who use mental health services (consumers) and people who provide them. Consumers provide leadership in the Group and set the agenda for meetings. Their knowledge and expertise, gained through lived experience, provides the foundation for the CPG.

Golden City Support Services act as auspice and provide a worker to support the CPG.

What's the CPG's role?

The Group's role is two-fold.

Part of its purpose is to do with ***the way the Group works***. By bringing consumers and providers together at the same table, the CPG:

- Fosters an environment of collaboration and trust
- Allows members to connect in a different way than they might when they are 'using' and 'providing' a service
- Creates a partnership characterised by mutual understanding and good communication
- Offers opportunities for meaningful conversation about how mental health practice can be improved
- Enables debate and reflection

All this means that consumer feedback can be sought, given and discussed. It ensures that there is thoughtful exchange about how (and when) consumer feedback will be used and what changes services will make on the basis of that feedback.

The other part of the CPG's role is ***the kind of work it does***. The Group's work is about making a difference to local mental health services. Working with both consumers and providers, CPG activities include:

- Consultancy and advice to services in the development of programs, policies, procedures, surveys and public information
- Training for mental health staff in the 'how to' of involving consumers in planning, evaluation and decision-making
- Consumer representation in projects and forums
- Skills development and hands-on experience for consumers in leadership, organisational change and advocacy
- Avenues and opportunities for consumers and their networks to share information and 'join forces' in working towards change

Who benefits from the CPG?

Participation in the CPG, and the work it does, has positive results for both consumers and providers of mental health services. Benefits include:

- A collective voice for local consumers
- Active and valued involvement of consumers in planning, evaluation and decision-making
- Stronger relationships between consumers and providers
- Access for providers to consumers' expert knowledge
- Positive and tangible changes to local services
- Greater power to bring about change, the result of a partnership that brings a diversity of experiences and perspectives to the same table

How can I find out more?

We welcome contact from consumers and providers. To get involved or find out about meetings, please call or connect with the CPG through the following:

Phone Golden City Support Services
5434 2777

Email info@mhcpag.com.au

Website www.mhcpag.com.au



**Consumer
Participation
Group** LCSM Region