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| **Purpose/**  **Definition** | Persons with experience in using mental health services will be involved in name of service planning, implementation and evaluation of all service aspects in order to ensure that the services provided are responsive to the needs of service users. |
| **Scope** | Service user participation applies to organisational and service delivery related activities. |
| **Policy** | Staff with lived experience of using mental health or addiction services participate in employee activities like any other staff. |
| **References** | Consumer Advisor Contract  [Consumer Advisor resource kit](http://www.tepou.co.nz/library/tepou/consumer-advisor-resource-kit)  [A framework for building quality and safety capability in the New Zealand health system.](https://www.hqsc.govt.nz/assets/Quality-Improvement/PR/From-knowledge-to-action-Oct-2016.pdf) |
| name of service will involve persons who have used mental health services in the following activities: | |

Attends:

* Management meetings
* Board meetings
* Quality meetings

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Business Plan

Consumer

Advisor

Quality Plan

Policy/Procedures

Individual Client

Service Goal Support/Intervention Evaluation Discharge

Entry Setting Planning

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External Consumer Advisory Resources:

[www.**mindandbody**.co.nz/](http://www.mindandbody.co.nz/)

<http://changingminds.org.nz/>

Quality Forum

Consumer Advisor

Education

Staff recruitment

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Audits

Consumer Advisor

[Evaluation Guidelines](http://www.tepou.co.nz/library/tepou/mental-health-and-addiction-service-evaluator-workbook)

Surveys

Supervision attendance

# Consultation

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| Group/Role | Date |
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