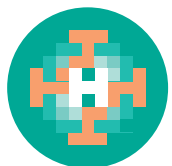


Consumer Consultants

Helping to involve consumers in assessing and improving the quality of Mental Health Services



GOULBURN VALLEY
HEALTH

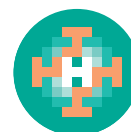
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GOULBURN VALLEY
HEALTH

Healthy Communities

Consumer Consultants

Introduction

The Goulburn Valley Area Mental Health Service employs two part-time Consumer Consultants.

Consumer Consultants aim to provide opportunities for consumers to have input into the planning, development, delivery and evaluation of Mental Health Services.

They also aim to encourage and develop the formation of Consumer Groups and Networks.

The Consumer Consultants

Consumer Consultants, who are Consumers themselves, are involved in gathering information and feedback from Consumers, about their views and experiences of current Mental Health Services. This is done to improve services for Consumers.

They then collate this information and pass it on to the various programs within Goulburn Valley Area Mental Health Service.

What Information And Feedback Is Sought?

Information about the local Mental Health Service.

Examples may include:

- suggestions for improvement;
- your contact experience with the service; and
- access to services.

The Consumer Consultants are not Case Managers or nurses and do not provide individual advocacy. They can however refer Consumers to the right person or organisation.

Confidentiality

Involvement by Consumers is completely voluntary and all information is totally confidential.

The Consultants

The Consultants are based at the Goulburn Valley Area Mental Health Service in Monash Street, Shepparton. They usually work 12 hours on average each week.

Who Is A Consumer?

Anyone who has used or is currently using public Mental Health Services is a Consumer.

