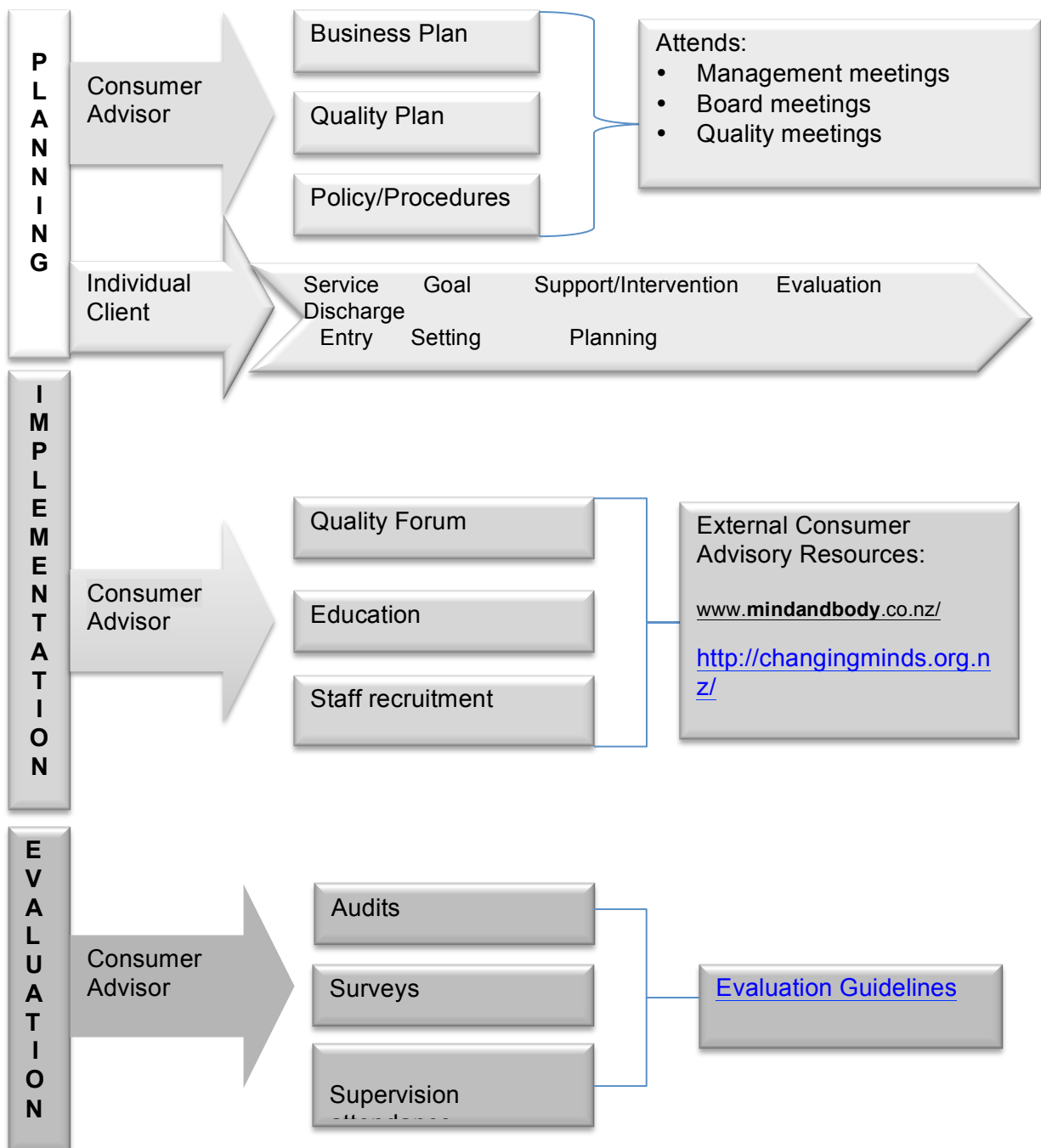


Service User Participation

Purpose/ Definition	Persons with experience in using mental health services will be involved in Anxiety NZ 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 A framework for building quality and safety capability in the New Zealand health system.
Anxiety NZ will involve persons who have used mental health services in the following activities:	



Consultation

Group/Role	Date