

OUR ACHIEVEMENTS

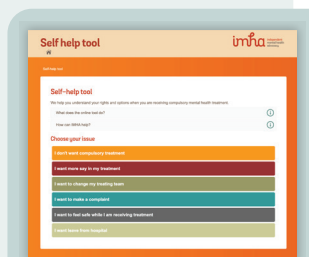
Independent Mental Health Advocacy began supporting consumers receiving compulsory mental health treatment on 31 August 2015. IMHA advocates visit every designated mental health service (DMHS) in Victoria and assist people in the community to have as much of a say as possible about their assessment, treatment and recovery.

- **We've delivered 41,513 advocacy and coaching for self-advocacy services and 79,701 occasions of giving information and referrals**
- **73,844 visits to the IMHA website since 2015.**

Our independent evaluation heard from 467 people including 69 consumers who had used IMHA's services and 292 mental health professionals. The evaluation found 'the central tenet of IMHA's service – rights based representational advocacy – was consistently demonstrated by the staff and valued by consumers'. Its main recommendation was that referral to IMHA should be automatic for any person subject to compulsory treatment through.

Delivering services to consumers and supporting self determination

- Outposts regularly attended across Victoria
- Weekday phone-line staffed by advocates
- A 24-hour free phone recording of consumers rights under the Mental Health Act
- Online self-help resources co-produced with consumers



IMHA Self Help Tool



"I think in a way they represent some hope. Especially when you're isolated... If you have that, you know, that spark there of someone's listening to me in a rational way. And seems to be wanting to help. Then that's a big thing..."

Consumer, RMIT evaluation

Influencing system change to put consumer rights at the centre

- Participating on a range of committees working to improve the mental health system
- Contributing to law reform submissions including Victoria Legal Aid's submission and evidence to the Royal Commission into Victoria's Mental Health System and the Productivity Commission's Inquiry into the economic impact of mental ill-health

Building capacity for rights-centred mental health services

- Delivered Supported Decision Making training to eight DMHS and rolling out online training
- Co-produced a National Disability Insurance Scheme (NDIS) self-advocacy eLearning modules and workbook

"If I came in under Section I'd like to know that there's someone there that I can go to who is going to help me advocate for myself. Because ... it's quite daunting coming into a psychiatrist and all these clinicians sitting here and actually talk, it's really daunting for [consumers]. So I think it's a wonderful role, I really do."

Mental health nurse, RMIT evaluation



Embedding consumer leadership and engagement

- Close collaboration with Speaking from Experience our consumer advisory group and ongoing consumer engagement in all of IMHA's work, including on recruitment panels, working groups and development of resources
- IMHA won the 2019 TheMHS lived experience leadership award at the Mental Health Service Awards of Australia and New Zealand

"I think IMHA – they look after the rights to the patient and at least let the patient know what these rights are, that's the main thing."

Consumer, RMIT evaluation

