

## Participants Advisory Group (PAG)

### PARTICIPANTS ADVISORY GROUP (PAG)

After receiving a small grant in 2009, Mentis Assist (Mentis) established the Participants Advisory Group or PAG for short, which aims to provide a voice for all participants.

PAG consists of up to 10 members who have had experience working on their recovery and is tasked with making recommendations and advising on matters that will help improve the services delivered by Mentis.

PAG meetings are held on a monthly basis in a formal, yet friendly and respectful task focussed environment which is both enjoyable and rewarding; the goal being to generate meaningful outcomes for other participants.

The role of the PAG is highly valued by staff and management as a source for receiving feedback from participants.

Not only is PAG of great benefit to Mentis, it can instil hope and confidence in those involved with the group.

### HOW PAG WORKS

- Listen to your comments, compliments, complaints and communicate these where appropriate
- Provide recommendations to the Board on the development of mental health policies, provisions of mental health care and represents consumer and carer interests
- Seek to find answers to questions and respond to all queries
- Support clients to have a voice
- Brainstorm new ideas and projects

Comments can be provided via a Suggestion Form or by speaking to a PAG member.



HOPE

BELIEVE

ACHIEVE

*“PAG aims to promote a confident voice for all participants. It will provide a forum for discussion in a safe environment with freedom to express opinions and ideas in order to make recommendations for the good of all.”*

(PAG Members)

## ABOUT PAG

### Where does PAG Meet?

Mentis Assist - Peer Hub  
19 Yuilles Road, Mornington

### When does PAG Meet?

1 – 1.5 hours monthly

### How can I become involved with PAG?

You can nominate to become a PAG member or, submit suggestions to PAG

### How do I become a PAG Member?

You may nominate yourself, or a client may nominate you on your behalf

Nomination Forms can be obtained by calling Mentis Assist 1300 MENTIS (1300 636 847).

### What do PAG Members do?

PAG Member have an interest in policies and procedures to ensure our rights are being upheld and we have access to a quality service. We do this by being a part of Mentis Assist's decision making and service improvement processes.



## PAG RECOVERY STATEMENT

### RECOVERY IS ...

- R** **Realisation:** acceptance, understanding and insight
- E** **Engaging:** family, friends, professional support and the community
- C** **Change:** to be open to opportunities and ideas
- O** **On-going:** experience and learning
- V** **Varied:** recovery is different for everyone
- E** **Empowering:** moving forward and having a purpose
- R** **Real:** hope for the future
- Y** **Your:** own unique journey!

*"When a group of likeminded and dedicated people join together for the good of all..... amazing things can be accomplished"*

*(PAG Member)*

### Our Vision

Optimum personal recovery and wellbeing.

### Our Purpose

To provide opportunity for people living with mental illness and/or complex needs to enjoy a meaningful life by strengthening self-identity, personal responsibility and hope.

### We Believe

Recovery-orientated practice is a partnership where the person with the lived experience is the expert in their recovery and our staff bring their understanding and expertise to support this journey.

### Our Guiding Principles

Respect and Dignity, Acceptance of Diversity, Reflective Practice, and Strengths' Based, Person-Centred, Flexibility and Innovation, Collaborative Partnerships, Community Connection and Participation.



23–25 Yuilles Road, Mornington VIC 3931

**p** 1300 MENTIS (1300 636 847) **f** 03 5970 5055

**e** [info@mentisassist.org.au](mailto:info@mentisassist.org.au) **w** [www.mentisassist.org.au](http://www.mentisassist.org.au)

*For better mental health*