



Operational Plan 2025-2026

1. Purpose

This Operational Plan outlines the Network's key priorities, activities, responsibilities, performance measures and timelines for the 2025-2026 financial year. It translates the Network's strategic goals into actionable steps that strengthen consumer advocacy, training, sector partnerships and organisational sustainability.

2. Organisational Context

The Network is the peak body for mental health consumers in the ACT. The Network advocates for the rights of people with lived experience of mental illness and works to improve mental health services, policy and programs across the ACT. Core functions include the consumer representative, systemic advocacy, peer and community education, and sector engagement.

3. Strategic Alignment

This plan operationalises the Network's strategic priorities, ensuring that all operational activity supports advocacy for systemic reform, strengthens lived experience leadership, and enhances participation opportunities for consumers across the ACT.

4. Annual Priorities

1. Strengthen consumer representation across ACT mental health policy and service environments.
2. Advance systemic advocacy on priority mental health issues through submissions, consultations and campaigns.
3. Deliver peer and community training and development programs for consumers and the community.
4. Deepen partnerships with government, NGOs and consumer groups.
5. Enhance organisational capability, quality systems and governance, including ASES reaccreditation.

5. Risk Management

Organisational risks including funding stability, reputation, staff capacity, continuity of consumer representation and compliance obligations are monitored through the Risk Register. Risks are reviewed quarterly by the CEO and Board, with mitigation actions recorded.

6. Key Actions, Responsibilities, Timeframes and Measures

Priority Area	Actions	Responsibility	Timeframe	Performance Measures
Consumer Representation	Recruit and support Consumer Representatives; deliver CR training; coordinate representation on committees.	Consumer Rep Program Officer	Q1–Q4	Number of active reps; Number of committees supported; Training attendance and satisfaction; Length of service; Diversity in representation
Systemic Advocacy	Prepare submissions; run consultations; publish position statements; participate in relevant meetings.	CEO/Policy Team	Q1–Q4	Submissions completed; Consultation participation levels; Policy influence indicators; Diversity in voices
Training & Education	Deliver peer and community education; refresh materials; expand course accessibility and reach.	Education Officers	Q2–Q4	Sessions delivered; Participant feedback; New modules produced
Sector Partnerships	Enhance relationships with ACT Health, NGOs, universities and advisory bodies.	CEO	Q1–Q4	Partnerships maintained/established; Joint projects or initiatives
Organisational Governance & Capability	Update key policies; maintain quality systems; complete ASES reaccreditation; improve data systems.	CEO/Board	Q1–Q4	Policy updates completed; ASES evidence submitted; Risk Register reviewed quarterly

7. Monitoring and Reporting

Progress against this Operational Plan is reported regularly to the Board. Key achievements and challenges are summarised in the Annual Report for public release. Data sources include training attendance, consultation records, submission logs, stakeholder feedback and partnership activities.