

## **INFORMATION AND ADVOCACY SERVICES**

**Objective:** To provide a mental health-related information strategy for patients and their family members, including aspects such as the benefits to which they are entitled, how to access these benefits and the administrative procedures for filing complaints and claims. These serve as a general reference for any mental health-related matter.

**Target population:** The Spanish Mental Health Information and Training Centre focuses its attention on the mentally ill, their family members, mental health professionals, the social services and society as a whole.

**Scope:** Nationwide. Spanish Confederation of Associations of Persons with Mental Disorders and Family Members (FEAFES) offices.

**Description:** The Spanish Mental Health Information and Training Centre, with headquarters at the FEAFES Confederation facilities, provides a nationwide legal information and advisory service. This service is provided at the specific, individual request of the interested party by way of a personal visit or by telephone, the latter being the means most often used.

Within the framework of the 2005-2009 FEAFES Strategy Plan, Information Services are determined to be basic measures to be provided on the part of the member entities, and that at the Autonomous Community level the development of Specialised Legal advice Services shall be carried out through the Provincial Federations/Associations, in coordination with the Spanish Mental Health Information Centre (CEIFEM) organisation.

In this sense, all Law professionals associated with the Associations of Persons with Mental Disorders and Family Members serve on the FEAFES Legal Committee.

The collaboration and coordination strategy is considered to be of particularly far-reaching importance for the sake of the effectiveness and efficiency of the current and future resources.

**Evaluation:** In 2005, the Spanish Mental Health Information Centre (CEIFEM) has carried out a total of 2,016 interventions, 1,303 of which have been information-related measures and 440 legal advisory. For further information, the FEAFES Confederation Annual Reports are available online at [www.feafes.com](http://www.feafes.com).

**Institution responsible:** Confederación Española de Agrupaciones y Personas con Enfermedad Mental (FEAFES).

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