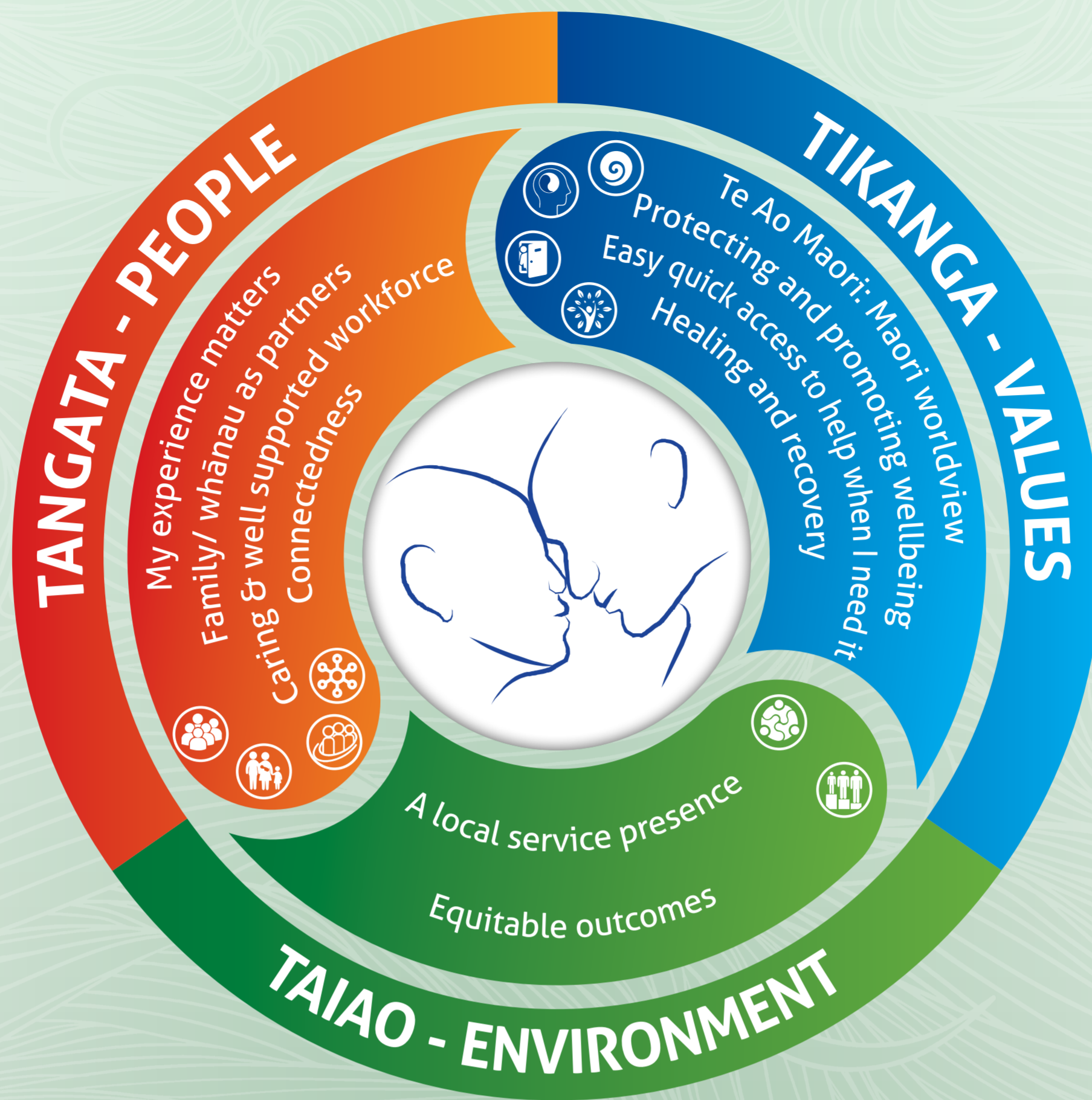


Te Ara Tauwhirotanga - Pathways that lead us to act with kindness

Model of Care for Mental Health and Addictions for Lakes DHB area



Tangata - People

My experience matters

- My journey is unique to me.
- Mutual respect and trust can develop from listening to and valuing my understanding of what is happening for me.
- No judgement is made of my cultural or religious background, or sexual orientation.
- When I am part of the workforce, my lived experience can support others in their healing journey.

Family/ whānau as partners

- A network of people who love and care for us can sustain us in times of wellness and ill health.
- When my chosen supports are kept well informed and are actively involved in my journey things go better for me.

- Sometimes, I may make choices not to involve my family/ whānau.
- Service options that maintain family/whānau wellbeing are essential.

Caring and well supported workforce

- What matters most to me is that people who work in services, are competent in what they do, are helpful, caring and kind.
- When service staff are listened to and nurtured professionally, this reflects in their relationships with me and my family/ whānau, those they serve.
- Workforce across services mirrors the community they work within.

Connectedness

- Being connected to and with others is the most important aspect of my wellbeing.
- Local, regional and national systems work well together so that my experience of them is as seamless as possible.

Tikanga - Values

Te Ao Maori: Maori worldview

- If I am Maori I am supported to feel secure in my own traditions and Maori worldview (mātauranga Maori).
- Concepts that I recognise such as whakapapa, tikanga and kawa are woven into all service delivery.
- The mana whenua of the Lakes DHB region - Te Arawa and Tuwharetoa are recognised and meaningfully involved at a strategic level in service planning or development.

Protecting and promoting wellbeing

- Activity that strengthens and promotes wellbeing is a priority for everyone, whether well, at the start of or experiencing ill health.
- Growing healthy babies, children and young people is a focus.
- My neighbourhood, school, work and home are safe places for me and/or my family/ whānau to be and thrive.
- Early support, intervention and information is easily available at the times that I need help.

Easy quick access to help when I need it

- My family/whānau and I are able to self-manage many things when given the right information or online tools.
- Connecting with services takes courage and effort.
- Receiving a warm welcome acknowledges our distress and need for swift support.
- If a service is not the right one for us, we are supported to move to another that is a better fit.

Healing and recovery

- My wellbeing is fluid. Maintaining, restoring, relapsing and recovery are all a part of my journey, meaning I may need services short term, one off, episodically or long term.
- Recovery happens when hope is present, and my strengths are recognised and developed.

Taiao - Environment

A local service presence

- Information, service navigation or low-level support for me or my family should be available using virtual technology or in a physical location within my community.
- This community-based centre may offer a range of help options such as rongoa, lifestyle and health coaching, talking therapies, mindfulness, peer support, help with employment, and access to specialists if needed.

Equitable outcomes

- Mind, body, spirit – people are a combination of all these things.
- Health services will ensure that my physical health and psychological health needs are taken care of together
- Sometimes, groups of people in our community need more support than others.
- This is recognised by services who will be considered about who they deliver to and why their work should be a priority for specific groups.