



Lakes DHB Consumer Participation Framework

Consumer led and unique

My experience matters *He Take tō Aku Wheako* Connectedness *Te Tūhononga* Te Ao Maori Worldview *Te Tirohanga (Māori)* Healing and Recovery *Te Whakamahu, te Whakaora* Protecting and promoting wellbeing *Te tiaki, te whakatairanga oranga*

Focus Areas
Ngā Kaupapa Arotahi

Strategic Priority
Whakaarotau Rautaki

Vision
Moemoeā

Te Ara Tauwhirota

**Governance
Strategy &
Policy
Development**
*Mana
Whakahaere*

Tikanga *Ata whakarongo, ata whakaaro, ata haere.*
Acknowledges the importance of relationships, take the time to listen, respect and acknowledge the information, so the journey forward is well informed.

**Service Design &
Delivery**
*Te Hoahoa, te Tuku
Ratonga*

Taiao *Toku ao, toku ohooho*
Acknowledges a person's environment, where they live and participate, supports the wellness of their Mauri life force.

Direct Care
*Maimoatanga Tōtika
Hāngai rānei*

Tangata *He mana ki te tangata, he mana
ki te whānau.*
Acknowledges your mana, that you are valued and your family whānau are valued as we work towards you achieving wellness.

Maximise and expand Consumer Participation in the planning, implementation, and evaluation of Mental Health and Addictions services at all levels.

The consumer voice will be central in the design and delivery of MH&A services at all levels to ensure that the services provided are responsive to the needs of service users.

Family/whanau as partners
Hai (Hei) hoa rangapū

Caring & well supported workforce
Te hunga kaimahi ka tiakina, ka tautokona

Easy quick access to help
He ngāwari, he tere te āheinga āwhina

Local service presence
He ratonga kāinga ka kitea

Equitable outcomes
Ngā Putanga Tautika

A new Lakes DHB Consumer Participation Framework aims to help mental health services and staff understand what consumer participation is and to explore ways to effectively facilitate consumer participation in all levels of the organisation.

Lakes DHB Consumer Advisor Jordy Bealing says the framework has been led and developed by consumers and is unique in the country.

“I’m especially proud of this because its developed by consumers and is purely a consumer led project. I’m really, really proud of this. It’s an example of consumer development; something to say we are here and we have a voice and it’s important and this is how you use it. Service users voice should be central to show you value them...it’s a quality improvement initiative.”

Jordy says the framework has been developed to strengthen the consumer voice in mental health and addictions service delivery by ensuring that people with lived experience of mental health and/or addictions are involved in the planning, implementation, and evaluation of services at all levels.



Michael O’Connell Principal Advisor Mental Health Addictions and Wellbeing says health outcomes are enhanced by genuine consumer participation at all levels. The framework is unique and deserves attention, he says.

Including consumers is a critical requirement in the way mental health services are developed and operationalised. The framework is a vehicle to assist with some ideas across the different levels of engagement, he says.

“It’s consciousness raising. It explains how services should endeavour to actively engage consumers in the thinking and constructive critiquing of service, what we are doing, why we are doing it and how.”

“It takes effort to explore ways of engaging with consumers and getting regular feedback. Services need to actively think about who of our consumers we could actively approach and engage in conversations and how they might critique and be involved in feedback on regular basis.”



Members of Consumer Advisory Group from left to right: Samantha Peake, Jordy Bealing (Consumer Advisor), Marlane Sherborne, Nik Andre. Not pictured: Miria Kalman, Belinda Walker, Michelle Jackson, Constance Jefferson and Wi Te Tau Huata (Family/Whanau Advisor)

Lakes DHB Director Strategy Planning and Funding Karen Evison says it’s been a lot of work to get to this point.

“This is a wonderful outcome. It is another piece towards realising the vision of Te Ara Tauwhirotaanga. The Framework outlines how everyone can meaningfully ensure “my experience matters”. I look forward to the impact that applying the framework will bring to both service users and providers.”

The Consumer Advisor, alongside members of the Consumer Advisory Group will be presenting several online workshops for team leaders/service managers across Lakes MH&A services (provider arm and NGO) in May, to provide an overview of Consumer Participation and how the framework can assist services and teams to increase consumer participation within their organisations, particularly in service design, policy development and governance.

The group is also available to visit services to discuss how consumer participation could be improved in the delivery of services and the day to day interactions that staff have with consumers and their whanau.



To view the entire Consumer Participation document, [click here](#).



**You're
invited**

Online workshops:

Learn more about the Consumer Participation Framework and how you can apply it in your service

We are offering 3 online workshops for **MH&A service managers/team leads**.

Presented by the Lakes Consumer Advisory Group.

The workshops will cover:

What is 'consumer participation'?

What are the benefits?

What are the barriers?

What might make 'consumer participation' easier?

How do we know we are 'effectively' engaging with consumers?

When:

Mon 23rd May - 12-1

Wed 25th May - 1-2

Thurs 26th May 2-3

Click here to register as spaces are limited to 10 people per session to ensure we can have robust discussion. *Copy and paste to google chrome browser* <https://forms.gle/AVsnnQPpCRbwHMk87>