

**Bay of Plenty  
Mental Health & Addictions  
Secondary Services Consumer, Peer  
& Lived Experience Workforce:  
Strategic Plan 2021-2025**



## Whakatauki

### **Mahitahi: Collaboration**

E hara taku toa i te toa  
takitahi,  
he toa takitini

*My strength is not as an  
individual,  
But as a collective*



### **Motuhenga: Authenticity**

Tohaina ō painga ki te ao  
*Share your gifts with the  
world*

## Vision

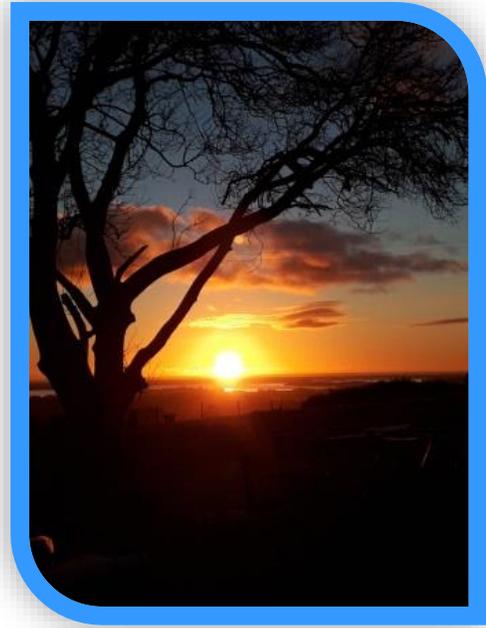
Nothing about Us without Us.

*E kore mō Mātou me i kore Mātou*

## Mission

People at the Centre

*Tāngata i te Pokapū*



## Values



*Compassion*



*All-one-team*



*Responsive*



*Excellence*

*Manaakitanga*

Self-Determination

Participation

Respect

Hope & Wellbeing

Experiential Knowledge

Diversity

Equity

Mutuality

## Context

There is much work that has happened nationally and locally to support this strategic document, outlined below are some of the important documents which underpin this one.

### **Te Tiriti o Waitangi**

Mana whakahaere – effective and appropriate stewardship over health and disability system

Mana motuhake – enabling the right for Māori to be Māori, self-determination

Mana tangata – achieving equity in health and disability outcomes for Māori

### **Ngā Paerewa Health & Disability Services Standard**

Revised standards reflect shift towards more person centred health and disability services. People empowered to make decisions about their own care and support in order to achieve their goals.

### **New Zealand Health Strategy 2016-2026**

People-powered – understanding people’s needs and preferences and partnering with them to design services to meet these; One team – using our health and disability workforce in the most effective and most flexible way; Closer to home; Smart system; Value and high performance

### **He Ara Oranga: Report of Government Inquiry into Mental Health & Addiction**

Specific measures to put people at the centre, including measures to support consumers and people with lived experience to play a greater role in policy, governance, service planning and delivery.

### **Whakamaua: Māori Health Action Plan 2020-2025**

Iwi, hapū, whānau and Māori communities can exercise their authority to improve their health and wellbeing.

### **Te Pou: Let’s Get Real**

Framework describing the knowledge and skills required for working effectively with people experiencing mental health and addiction needs:

Engagement; diversity; partnership and shared decision-making; assessment, planning & support; trauma-informed approach

### **Te Pou: Consumer, Peer Support and Lived Experience Mental Health & Addiction Workforce Development Strategy 2020-2025**

A large, well-resourced, diverse, and self-determined consumer, peer support and lived experience workforce that works across health and other sectors.

Goal 1 – Leadership & partnership infrastructure

Goal 2 – Grow our workforce

Goal 3 – Develop skills and employment environments

## Te Manawa Taki Lived Experience and Whānau Led Strategy



A strategy and framework for lived experience and whanau provision of service across Te Manawa Taki mental health and addiction services. A framework providing strategic direction and guidance for flourishing lived experience and whanau roles.

## Te Toi Ahorangi: Te Moana a Toi Strategic Direction 2030

Vision – Flourishing descendants of Toi

Mission – Toi Tū te Kupu (Uphold our Word); Toi Tū te Mana (Uphold our Power); Toi Tū te Ora (Uphold our Vision)

Aim – to support our people to exercise their mana, which will enable their mauri to flourish

## Bay of Plenty District Health Board Strategic Health Services Plan 2017-2027

Whānau Ora – embedding patient and family centred care.

- Involve patients in planning, review and co-design of new service models
- Engage with patients and communities on best mechanisms for improving health literacy and self-management
- Evaluate efficacy of current health-related information provided to patients and family/whānau



## Purpose

To grow a confident and skilled lived experience workforce who can lead the mental health and addictions secondary service through participation and partnership in:

- Continuous quality improvement activities
- Embedding lived experience voice in 'business as usual'
- The lived experience workforce at the heart of service design and delivery
- Achieving better outcomes for tāngata whai ora
- Leadership in directing organisation and governance

## Objectives

1. Promote the importance of lived experience workforce
  - a. Genuinely value the lived experience as experts 'seated at the table' informing every level of the mental health and addiction continuum including governance and operations.
  - b. Promote the specific skills, abilities and experience that lived experience workforce brings to mental health and addictions services.
  - c. Have opportunities to develop and grow skills, without bias and discrimination.
  - d. Actively working towards increasing kaupapa Māori lived experience workforce and promoting importance of kaupapa Māori lived experience workforce.
2. Embed lived experience workforce at all levels in mental health & addictions secondary services
  - a. Leadership: Lived experience must be visible in leadership at every level, guiding, directing, and shaping the way services are planned, developed, implemented, and evaluated.
  - b. Governance: meetings, complaints, audits, national updates, improvement projects, accountability reporting
  - c. Human Resources: recruitment processes, professional development, performance reviews
  - d. From admission to transition of care with tāngata whai ora and whānau
  - e. Youth, Adult, Older Persons', Addictions, kaupapa Māori services
3. Grow lived experience workforce and networks
  - a. Definition of what lived experience workforce would look like
  - b. Develop recruitment strategy
  - c. Resource and support lived experience to function effectively and sustainably in services, and establishment of paid resourced and supported roles for service delivery to be sustained.
  - d. Ensure all lived experience develop cultural literacy to engage and respond to others in culturally more appropriate and competent ways.
  - e. Lived experience require access to coaching, mentoring and supervision. This is a requirement to ensure they maintain their personal wellbeing and achieve professionally.
  - f. Grow kaupapa Māori lived experience workforce
  - g. Networking and linking in with lived experience community in Bay of Plenty/Te Moana ā Toi

4. Partner in service improvement
  - a. Ensure those in lived experience roles are connected as critical components of service planning, design, delivery, and evaluation.
  - b. Involved in significant quality improvement projects
  - c. Authority to initiate quality improvement projects
  - d. On Serious Incident Review teams
  
5. Upskilling the clinical workforce
  - a. Education, raising awareness and lived experience literacy for staff (rather than health literacy for tāngata whai ora/consumers)
  - b. Supporting staff and service to deliver effective care and treatment
  
6. Lived experience workforce that is representative of the diversity of tāngata whai ora in Bay of Plenty/Te Moana ā Toi
  - a. Linking in with community partners to represent, for example: Māori, Pacific Island, LGBTQI+ and other diverse groups



## Current Lived Experience Workforce in Mental Health & Addictions Secondary Services



### Consumer Participation Coordinator

- Coordinate and support tāngata whai ora participation and partnership with MH&AS
- Advance tāngata whai ora participation at all levels (individual, team, service, community, national)
- Engage in service improvement and quality improvement processes that enhance tāngata whai ora participation and perspectives within MH&AS



### Consumer Advisor

- Advocates for interests of tāngata whai ora
- Liaison between service and tāngata whai ora
- Provide advice and expertise from a tāngata whai ora perspective into all levels of mental health service delivery
- Co-ordinate effective links & networks with relevant tāngata whai ora, and tāngata whai ora led groups & organisations
- Work in partnership to influence a recovery (Whakaoranga) approach in service delivery.



### Consumer Consultant

- Strategic viewpoint; support MH&AS in considering issues facing tāngata whai ora, whānau, and the community
- Co-design & co-production
- Governance; including serious incident reviews, and initiating quality improvement
- Education; assist with education regarding MH&AS responsiveness to the needs of tāngata whai ora.
- Education; of staff within MH&AS about being recovery-focused and strengths-based.



### Peer Support Worker

- Mutuality
- Partnership
- Trauma-informed
- Learning together
- Utilise lived experience of mental health &/or addiction to support t to achieve and maintain wellbeing.
- Support tāngata whai ora to identify their strengths, hopes and aspirations
- Assist tāngata whai ora with developing skills which supports and promotes growth, recovery and wellbeing.