



Midlands Consumer Advisors: Feedback Session



Vanessa Cooper
Service User Advisor (Mental Health)


Paul Burns
Service User Advisor (Addiction)



What is the MHC?

Autonomous Crown Entity

- Gathers feedback from consumers (service users and families) on how the system is working for them
- Works with Government and sector agencies to support the recovery, mental health and well-being of people with mental illnesses and/or addictions and their families



What is the MHC cont'


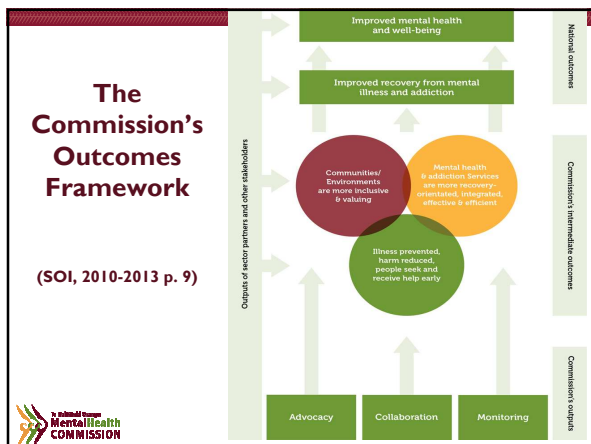
- Works in collaboration with the MH&A sector to innovate ways of improving services
- Reports to the Minister providing independent advice on the status, initiatives and shortcomings of the mental health and addictions sector



Vision

All people living in New Zealand have the means to improve and sustain their mental health and well-being. Anyone experiencing mental illness and/or addiction is able to access high quality, responsive services that promote their recovery.

(Statement of Intent, 2010-2013).

Key Activities

- Advocacy
- Collaboration
- Monitoring



Advocacy

- Improve public's understanding of mental illnesses and addictions
- Reduce stigma and discrimination
- Promote social inclusion
- Support best practice and integrated care - collaborative initiatives with NGOs and DHB clinical services to support quality improvement



Collaboration

- Close work and alignment with sector partners to achieve programme and outcomes
- Relationship building with other agencies to help develop MH and AOD services and implement *Te Tahuu*
- Participation on Gov't and NGO working groups
- Work with DHB's, NGO's, PHO's and service user and Whanau networks to improve access to services
- Advocating for increased peer support services and better primary and secondary MH care



Monitoring

- MHC Monitors and reports to the Minister of Health on functioning of AOD and MH services and progress with implementing *Te Tahuu*
- DSV's to see how MH and AOD services are working from service user, Whanau and Community perspectives
- Monitoring use and effectiveness of legislation
- Measuring DHB performance from a qualitative perspective



Service User Involvement

- Strengthening consumer networks - through activities of MHC Advisors, MHC Advisory Group and NAMHSCA/ AAODCN etc..
- Feedback from MHC Website and DHB Consumer Satisfaction Surveys
- Review of best practice 3 of peer-led services - promote wider adoption of these models
- Inclusion of Service Users in DSV's - Ask Service Users for feedback re role of MHC in advocating for Service Users



Recovery Indicators

- To establish a set of recovery indicators for providers to use to assess their services.
 - Phase 1: Consultation on the development - Contractor (Case), Reference Group, and sector consultation.
 - Phase 2: Now seeking to pilot Recovery Indicators in a DHB to assess usefulness and practicality.
 - Phase 3: Piloting Recovery Indicators (Oct 2010 - May, 2011)



Peer-led Recovery Learning

- "structured life learning in a peer support context".
- *Collaborative Project - Mental Health Commission, Mental Health Foundation Wellink, Te Pou, Balance NZ, Mary O'Hagan*
- Phase 1: Consultation, Research & Writing (- Sept)
- Phase 2: Piloting modules (Oct - March, 2011)
- Phase 3: Design, Production, Promotion (April - June, 2011)
- Phase 4: Training peer facilitators (Jul- Oct, 2011).



AOD ED Project

- MHC and Addiction sector collaboration to pilot and evaluate training of ED clinical staff
- Screening for Alcohol and AOD problems
- Develop pathways for brief early intervention and treatment
- Focus on youth and aligned with current work on suicide and self harm
- An increase in community AOD services referrals from ED's is one measure of success
- Community AOD services helping pilot these approaches another positive indicator



Contact:

P: 04 474 8900 E: info@mhc.govt.nz

www.mhc.govt.nz

Mental Health Commission
PO Box 12479, Wellington, 6144

Vanessa.Cooper@mhc.govt.nz

Paul.Burns@mhc.govt.nz



Your Input into Our Work!



- 4 Groups
- I Scribe
- Feedback



Feedback Questions

1. What's working well in mental health and addiction services?
2. What are the emerging issues with the MH & AOD sectors for consumers (what needs to be addressed)?
3. What would you like the Mental Health Commission to know about that would improve/change outcomes for consumers?

