

## What does a Youth? Advisor do? (continued)

- Work as part of the wider district Mental Health, Addictions and Intellectual Disability Services Advisory Team.
- Meet twice yearly with Youth Advisors nationally.
- Participation in education and training as appropriate to the role.

## Feedback

If you have a complaint or compliment about the service you are receiving please contact:

Youth Specialty Service Team Manager at  
Child Adolescent and Family Services

or

Telephone (03) 214 5738 (Southland) or (03)  
470 9534 (Otago) and we can send you out a  
postage paid feedback form to complete and  
return to us.

or

The Health and Disability Advocacy Services,  
South Island. Phone: 0800 555 050

## Contacts

### Youth Advisors:

#### Tulua Sekone-Fraser (Southland)

Phone: (03) 214 5786 extn 8663  
Freephone: 0800 443 366  
E-mail: [tulua.sekone-  
fraser@southerndhb.govt.nz](mailto:tulua.sekone-fraser@southerndhb.govt.nz)

#### Sally Facooy (Otago)

Phone: (03) 476 9593 extn 55593  
Freephone: 0800 443 366  
E-mail: [Sally.Facooy@Southerndhb.Govt.Nz](mailto:Sally.Facooy@Southerndhb.Govt.Nz)

Web: [www.southerndhb.govt.nz](http://www.southerndhb.govt.nz)

If there is a crisis and you need urgent  
assistance, please phone:

**Freephone 0800 467 846**

To reach

- Southland Mental Health Emergency Team
- Or
- Emergency Psychiatric Service (Otago)

They provide a 24-hour, 7 days a week service.



## Mental Health, Addictions & Intellectual Disability Service

## Youth Advisor (District)



**“Better Health, Better Lives, Whānau Ora”**

## **Youth Advisor's participation ensures:**

As a young person with lived experiences of mental distress or addiction we are able to work with services to ensure service delivery and the development of that service is "youth friendly".

The Youth Advisor has input into the way services run and the way they develop and change.

## **Why have a Youth Advisor?**

### **A Youth Advisor's participation ensures:**

- Services (and their policies) are more responsive to young peoples' needs and strengths.
- Their contributions, enthusiasm and energy stimulates motivation in others to consider approaches and ideas outside the square.
- Youth Advisors assist services to meet service goals and maintain a quality service.
- Improved access of services.
- Promotes accountability and responsibility.
- Young people are more comfortable talking to other young people about the services they use.

## **The Youth Advisor's Role**

The Youth Advisor has been appointed to represent the interests of children and young people within the Mental Health and Addictions Services by participating in service planning, quality, recruitment, workforce development and strategic planning.

The Youth Advisor brings the voice, views and opinions of young people to the table.

The role of the Youth Advisor should be interwoven into all aspects of Mental Health, Addictions and Intellectual Disability Services that relate to them.

If you are interested in finding out more about the Youth Advisor's role, or how you can have input into how services are run, then please contact either Tulua or Sally on the contact details provided on the back.

## **What does a Youth Advisor do?**

- Liaise with community groups and services to identify the wider needs of young people.
- Provide feedback to management and clinicians about the views of children and young people on the development and planning of services.
- Identify and address barriers to accessing services and support the Southern DHB and the community to become more aware of these.
- Provide feedback to young people about service planning and development through focus groups.
- Provision of education and training to consumers, families, whānau and staff.
- Provide resources, such as ensuring the waiting rooms have up to date information for young people and providing current youth packs.
- Support the development of a culture in which all staff, including management, positively acknowledge youth participation.
- Obtain feedback through suggestion boxes, surveys, and focus groups.