

## Ongoing involvement

- ⇒ To provide family perspective into the management of the Mental Health and Addictions Service at the Southern District Health Board.
- ⇒ Support with family education in Mental Health Services and the community.
- ⇒ Networking with other family advisors in the South Island and at a national level.
- ⇒ Involvement with quality improvement projects.
- ⇒ Facilitate the family/carers advisory groups.
- ⇒ Member of the Future Directions Network Representative Group.

## Feedback

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

The Mental Health, Addictions and Intellectual Disability general manager, **or** Health and Disability Advocacy Services South Island  
The Patient Affairs Office Southern DHB  
Phone: 03 470 9534, **or** Phone: 0800 377 766

## Contacts:

### Family Advisors:

**Sharon Morrison** (Southland)

**E-mail:**

[sharon.morrison@southerndhb.govt.nz](mailto:sharon.morrison@southerndhb.govt.nz)

Freephone: 0800 443366

**Maryse Stanton** (Otago)

**E-mail:** [maryse.stanton@southerndhb.govt.nz](mailto:maryse.stanton@southerndhb.govt.nz)

Freephone: 0800 443366

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

If you would like to know more about mental health services visit:

[www.futuredirections.org.nz](http://www.futuredirections.org.nz)

**If you are in a crisis and need urgent assistance please phone the Southland Mental Health Emergency Team (Southland) or the Emergency Psychiatric Service (Otago) who provide 24 hour a day, 7 days a week service on:**

**0800 467 846**



## Mental Health, Addictions & Intellectual Disability Service

## Family Advisor Participation in Mental Health (District)

Our service believes that families are essential to the recovery process

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

## What does a family member's participation in mental health mean?

It is a family member representing family's views and having a genuine say in all areas of mental health service delivery, including policy, planning and evaluation.

## How is this achieved?

The Southern District Health Board employs a family representative to ensure family participation into policy, planning and auditing of mental health services.

## Aims of involvement

- ⇒ To facilitate effective communication between consumer, family (whānau) and mental health service providers - in doing so ensuring that we are all working towards the same goal.
- ⇒ To identify and value the family (whānau) as a valuable resource. To incorporate their views in all service planning and delivery.
- ⇒ Inspire operational changes to services to better accommodate the needs of family members and the wider community.

## Family advisor's role

- ⇒ To be included in the quality improvement journey. Quality improvement standards deal directly with every aspect of mental health service delivery throughout the Mental health Addictions and Intellectual Disability Service:
- ⇒ These standards are an essential part of mental health service delivery. Family representation at this level ensures the family perspective will be listened to.
- ⇒ To liaise with family member support groups in the Southland-Otago area. This includes Invercargill, Gore, Central Otago, Dunedin, Balclutha and Oamaru. Ensure any comments or concerns are listened to, and taken to staff with every effort made to address them.

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## Support for families/carers

Support is available from Supporting Families (SF). SF provides support, education, advocacy and a listening ear. SF also provides a support and advocacy service to children who have a parent or sibling with a mental illness.

SF Otago	Phone 03 455 5973
SF Central Otago	Phone 03 448 9303
SF Waitaki	Phone 03 455 5973
SF Southland	Phone 03 218 2100

## Working in partnership

- ⇒ Developing and maintaining constructive working relationships with consumers, carers, families (whānau) colleagues, lay people and wider community networks.
- ⇒ Recognising the rights and aspirations of consumers and their families (whānau).
- ⇒ Addressing the causes and consequences of stigma, discrimination, social inequality and exclusion on consumers, carers and mental health services.
- ⇒ Working in partnership to provide care and treatment that enables consumers and carers to tackle mental health problems with hope and optimism and to work towards a valued lifestyle within and beyond the limits of a mental health problem.
- ⇒ Working in partnership to gather information to agreed health and social care needs in the context of the preferred lifestyle and aspirations of consumers, their families (whānau), carers and friends.
- ⇒ Negotiating achievable and meaningful goals primarily from the perspective of consumers and their families (whānau).
- ⇒ Facilitating access to and delivering the best quality, evidence based, values based health and social care interventions to meet the needs and aspirations of consumers, their families (whānau) and carers.