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| <b>Te Whatu Ora</b><br>Health New Zealand<br>Hauora a Toi Bay of Plenty | <b>TĀNGATA WHAI ORA (PEOPLE SEEKING WELLNESS) PARTNERSHIP WITH MENTAL HEALTH &amp; ADDICTION SERVICES</b> | <b>Protocol CPM.M5.13</b> |
| <b>CLINICAL PRACTICE MANUAL</b>   |   |                           |

## PURPOSE

To provide fair and equitable health and disability services where tāngata whai ora (people seeking wellness) / people with lived experience of mental health and / or addiction (lived experience) are empowered to make decisions about their own care and support. Tāngata whai ora / people with lived experience work alongside Mental Health & Addiction Services (MH&AS) to improve service quality, safety, experience of care, and equity of health and wellbeing outcomes.

‘Nothing about us without us.’

## OBJECTIVE

The focus of this protocol is specifically for tāngata whai ora / lived experience of mental health and / or addiction and should sit alongside protocol [CPM.M5.20 Family / Whānau Participation In Mental Health & Addiction Services](#).

To genuinely value tāngata whai ora / lived experience and their right to participate in and lead service delivery and design at every level of MH&AS. To value the expertise and knowledge tāngata whai ora / lived experience bring to MH&AS at every level this should include collective development of organisational priorities, processes and evaluation

Focus on achieving Māori health equity through Te Tiriti o Waitangi principles (kāwanatanga; tino rangatiratanga; and ōritetanga) and authentic partnership between MH&AS, tāngata whai ora / lived experience and their whānau.

Tāngata whai ora / lived experience are partners with choice and control over the care and treatment provided to them by MH&AS. Tāngata whai ora / lived experience have their rights upheld to self-determine the care provided to them, and partner with MH&AS to ensure services provided are of an appropriate standard.

Understanding that best practice of care is through collaboration with tāngata whai ora / lived experience and whānau and requires shared decision making with them. Requires collaboration across whole system, inclusive leadership and a culture which increases the number of people with lived experience in leadership and decision-making roles, to enable tāngata whai ora to flourish.

## STANDARDS TO BE MET

### Ngā Paerewa Health and Disability Services Standards

1. Our Rights (Ō Tātou Motika): Tāngata whai ora / lived experience receive safe services of an appropriate standard that comply with consumer rights legislation. Services are provided in a manner that is respectful of people’s rights, facilitates informed choice, minimises harm, and upholds cultural and individual values and beliefs.
2. Workforce and Structure (Hunga Mahi me te Hanganga): Tāngata whai ora / lived experience receive quality services through effective governance and a supported workforce.
3. Pathways to Wellbeing (Ngā Huarahi ki Te Oranga): People participate in the development of their pathway to wellbeing, and receive timely assessment, followed by services that are planned, co-ordinated, and delivered in a manner that is tailored to their needs.

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| Protocol Steward: Consumer Participation Co-ordinator, MH&AS | Authorised by: Chief Medical Officer |  |

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4. Person-centred and safe environment (Te Aro ki Te Tangata me Te Taiao Haumaru): MH&AS are provided in a safe environment appropriate to the age and needs of tāngata whai ora / lived experience, that facilitates independence and meets their needs.

## PROCEDURE

1. Effective co-design and co-production practices for partnering with tāngata whai ora / lived experience. Using Health Quality & Safety Commission definitions, co-design requires MH&AS to actively involve all stakeholders, of which tāngata whai ora are key stakeholders, in service development and design. While co-production is about ensuring MH&AS are delivered in a manner which ensures equal and reciprocal relationship between health professionals, tāngata whai ora / lived experience, their whānau, and the community.
2. Mental Health & Addiction Services know and understand their responsibilities under the Code of Health and Disability Services Consumers' Rights, and the Health Quality and Safety Commission code of expectations for health entities' engagement with consumers and whānau.
3. To engage in effective communication MH&AS will openly communicate with tāngata whai ora / lived experience and allow the time tāngata whai ora / lived experience need to discuss and make decisions.
4. Share leadership, where knowledge and expertise drawn from lived experience are valued equally alongside clinical and other knowledge.
5. To ensure tāngata whai ora / lived experience are able to actively participate in shared decision making MH&AS will support tāngata whai ora / lived experience and whānau access to quality information, advice and resources.
6. MH&AS ensure that tāngata whai ora / lived experience are actively engaged in the planning, implementation, monitoring and evaluation of service delivery. There is meaningful tāngata whai ora / lived experience representation across governance and organisation operational committees.
7. To maintain a workforce that have the skills, attitudes, qualifications, experience and attributes for services to be delivered in a manner which meets service standards, MH&AS will value tāngata whai ora / lived experience workforce development as integral to maintaining overall standards.
8. To resource and support tāngata whai ora / lived experience roles to function effectively and sustainably at MH&AS.
9. If tāngata whai ora / lived experience, feel a lack of partnership in their engagement with MH&AS, then processes are in place to address their concerns. This may include: complaints process; Health & Disability Commission; MH&AS lived experience workforce raising concerns at governance level, regionally with Te Manawa Taki or nationally through lived experience networks.

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## REFERENCES

- Ngā Paerewa Health and disability services standard NZS 8134:2021
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- Te Whatu Ora Hauora a Toi Bay of Plenty (2017). *Bay of Plenty Strategic Health Services Plan 2017-2027*. Tauranga, New Zealand.
- Te Whatu Ora Health New Zealand & Te Aka Whai Ora Māori Health Authority. (2022). *Te Pae Tata: Interim New Zealand Health Plan*. New Zealand.
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- Te Tāhū Hauora Health Quality & Safety Commission. (2022). *Code of expectations for health entities' engagement with consumers and whānau*. New Zealand.
- Te Tāhū Hauora Health Quality & Safety Commission. (2017). *Co-design Partners in Care*. Wellington, New Zealand.

## ASSOCIATED DOCUMENTS

- [Te Whatu Ora Hauora a Toi Bay of Plenty policy 3.50.00 protocol 1 Shared Expectations \(Code of Conduct\)](#)
- [Te Whatu Ora Hauora a Toi Bay of Plenty Protocol CPM.M5.20 Family / Whānau Participation In Mental Health & Addiction Services](#)

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