



Kahanui Wellbeing Project

Whakakaha i to tātau hapori – Strengthening our community

The kowhaiwhai on top, illustrated by Claire Flanagan, is called Mangōpare which symbolises the hammerhead shark. It represents strength, courage and power, which is what this project is ultimately about: helping people discover strength, courage and power in their daily life. Aoraki/Mount Cook holds spiritual importance for Ngāi Tahu of our region. It is a symbol of our region and represents the communal identity, solidarity and purpose.

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Our Purpose

- To create a network of consumers, whānau and professional representatives
- To establish, plan and implement consumer strategy in the Mental Health and Addictions Services (MHAS) in South Canterbury
- This is aligned with the Health Quality Safety Commission's Consumer Engagement and Safety Marker QSM framework levels 3 & 4



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Kera Baker



Anah Aikman



Gareth Ford



Racheal



Dianne Black



Michelle Patrick

The Project Team



Maree Guerin



Joy Sylvia



Eila



Rawiri Morunga



Kathryn Robinson



Christine Akurangi



Maria Parish

Note: the members of the project team may change over the course of the project

Racheal



Hi, my name is Racheal and I have been a consumer of mental health services for a while.

I am really interested in learning how this service can be improved and helping to improve this service to help the people in our community cope and heal through their mental health journey.

Maree Guerin



Kia Ora, I am Maree Guerin, and I have the role of Improvement Facilitator for the Mental Health and Addiction Services and the General Practice Teams for Te Whatu Ora Health New Zealand South Canterbury.

I am passionate about making our Mental Health and Addiction Services the best they can be for consumers, whānau and staff.

I believe that together, we support, enable, understand and grow.

Dianne Black



I am one of the Consumer and Whānau Engagement Facilitators employed by the Te Whatu Ora/Health New Zealand South Canterbury to promote the perspective of consumer to our management team.

A big part of my role involves having a lived experience of mental illness and addiction, and being able to use that mutual experience to gain open and honest feedback from people who use mental health and addiction services.

I am passionate about getting the voice of the community heard in how we can make understanding of and access to mental health services more user friendly.

Joy Sylvia



Greetings, I am Joy Sylvia, I've lived in South Canterbury for over 30 years, on and off. I have an intergenerational connection with mental health and addiction issues.

My Mum battled bipolar, PTSD, PD and frequently self medicated with alcohol.

I have struggled with depression, and anxiety, and now one of my children, now almost in their 50's is battling with addiction, anxiety and depression.

Being part of this project is, I hope, meaning we can be part of the community and societal change needed for better wellbeing of all.

Kathryn Robinson



I was excited to be asked to be the project sponsor for the kahanui project as I am passionate about empowering those with lived experience and enabling them to be more than a voice at the table.

They need to be empowered and enabled to become key people in co-design and co-production of initiatives and service development.

As the sponsor, my role is to assist in removing barriers, enabling opportunities and ensuring the value of the work is communicated and acknowledged within Te Whatu Ora Health New Zealand South Canterbury.

It is a privilege to be involved in this initiative and won't it be awesome when it becomes the natural approach for every service, organisation, team and group to have the lived experience front and centre in everything we do.

The key message from He Ara Oranga was that we needed to listen to the people who would tell us what we need to do so I am keen for this initiative/project to be a sustainable success

Gareth Ford



As a Te Whatu Ora Health New Zealand South Canterbury Consumer Council representative, I have joined the Kahanui Wellbeing Project to listen and act on the concerns and success of our whānau/families and community.

I was diagnosed in 2009 with Multiple Sclerosis (which I'd never heard of), my life changed.

I'm qualified in Mental Health and Addiction Support.

I have learnt a lot about our health system and personal wellbeing since.

With a whanau of 7 children ranging from ages 8 to 21 and a working partner, life is pretty full on but I'm always up for a challenge.

I hope to help people young or old with their physical or cultural needs, help them learn how to negotiate and understand our health and wellbeing system in simple understandable terms, and to live life to the full no matter what their situation or ability.

Christine Akurangi



Tatami e te Atua, mohou te tino kororia, ko rātou kei mua i te arai e moemaitawhiti ana takoto mai.

E te Kahu i haroa, ka ata heke nga roimata a te Tipua Aoraki, Ko te tipua ko te Tapu He Rangatira

Tukaea i to mana, ka piata i tou wairua. Kia koutou katoa kua karapinepine mai nei no te tino te ta nei ra te tino mihi.

Ko te huarahi mo tatou nga Iwi pananehu, kia whakatipu Hinengaro, Tinana, Wairua hoki. Kei mua i ahau ko te taonga o Te Tiriiti o Waitangi, he kōrero hōhonu e pa ana mo ngā tangata ki te mōhio, ko ahau tēnei, noku te whenua. Nga whaingā mo mātou kia mau ana i to tātou reo rangatira, he reo tapu. Tihei mauri ora.

The pathway of our people is to grow in knowledge emotionally, physically & spiritually. We are the Land and the Land connects us to the Treaty. Our purpose is to hold on to our noble voice. Our voice is sacred. Behold the breath of Life.

Ella



Hello, my name is Ella. I was born and raised in Timaru and am now in Dunedin for further study. Growing up I have seen my fair share of mental health struggles both within myself, my wider family and many friends.

Mental health and addiction shouldn't be taken lightly, I want to be able to see improvement in services for not only the community I grew up in but for New Zealand as a whole.

I hope that by being a part of this project we will be able to bring some much needed changes to the wellbeing of so many people surrounding us.

Michelle Patrick



Kia ora, Ko Michelle tōku ingoa. I'm originally from South Africa but New Zealand has been my home for over a decade.

Ko Serre da Estrela Te Mauka,

Ko Douro te awa,

He uri nō Portuguese tōku papa,

He uri nō Zimbabwe tōku mama,

Etipu au kei Awherika ki te Tonga.

I am one of the Consumer and Whānau Engagement facilitators employed by Te Whatu Ora Health New Zealand South Canterbury to promote the consumer and whānau perspective to our management team.

Through my own life experiences in trauma recovery and mental health, I have developed a passion for contributing my knowledge and skills to ensuring that tangata whaiora, their family, and whanau voices are raised up and heard, to help bring about changes to our mental health system.

Anah Aikman



I am wahine Māori of Ngāti Apakura, Ngāti Maniapoto, Ngāti Wairere and Ngāti Kōtirana descent.

No Queenstown ahau.

I am a NZ Registered Nurse and advanced Integrative Nurse Coach undertaking my Masters in Māori and Indigenous Leadership.

Previously I was the Implementation Lead for the Mental Health and Addiction Services for Te Whatu Ora Health New Zealand South Canterbury. I believe in a relational value-strengths based and trauma informed approach to health and wellbeing.

Te Ao Māori worldview underpins my mahi whereby health equity and self-determination are central determinants to empowering and transforming communities towards Pae Ora, Healthy Futures.

Maria Parish



My name is Maria Parish, and I am the Kaiwhakahaere for Arowhenua Whānau Services.

I have a bachelor's degree in nursing and have had some of my nursing career in the Mental Health and Addictions field with South Canterbury District Health Board.

I am married to Nigel, and we share 3 adult rangatahi and 3 mokopuna. We live in Timaru and spend our time in the community.

My passion is people and making sure that a person is shown respect, dignity, and honesty. I am a good listener and feel that people want to tell their story and be heard.

Kera Baker



Tēnā koutou katoa!

In my role as Associate Director Māori Health, Te Whatu Ora/Health New Zealand South Canterbury, I am passionate about improving Hauora and Oranga for Māori, Pasifika and our entire community. I believe it is essential to whakarongo / listen to your pūrākau stories with Hinegāro mental health and wellbeing and any challenges or positive experiences you have had. This will enable our rōpū to empower you and your whānau on your pathway in life and enhance your lives by providing excellent services.

We are here to whakarongo: listen, tautoko: support, āwhi: assist with your journey.

Kia kaha! Be strong!

Mauri Ora! Keep well!

Rawiri Morunga



Te atawhai ki te tangata

To show kindness, care and compassion

Te Manaaki ki te tangata

To support, take care of, show respect and generosity

Kia ora tātau, Ko Rawiri Morunga taku ingoa. Ko Nga Puhi mea Ngāti Kahu ngā Iwi

The above korero refers to how we may begin to uphold the mana (intrinsic integrity) of humanity (tangata). If we are able to reflect on this korero with the voice of the whanau (whanau refers to a whole whanau unit as well as an individual within the whanau) at the centre than the voice of the whanau is at the heart of where change needs to occur within our services.

My drive is the Mauri ora (holistic wellbeing) of whanau. I would like to see the whanau voice from the Kahanui project come alive in how all of our services look, deliver and Manaaki whanau as the standard going into the future.

Nga Manaakitanga

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Te Whatu Ora Health New Zealand South Canterbury has had limited ability to receive feedback on consumer experience, which sat alongside the complaints process. We want to change the way in which we gathered the feedback and information.

We welcome your suggestions for how we gather this feedback moving forward. We want to provide timely, appropriate and easy options for all.

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Our Vision

In exploring the consumer and whanau experience within the Mental Health and Addiction Service, the guiding values of He Ara Oranga are the following

- Aroha- love, compassion, empathy
- Whanaungatanga. – relationship, kinship, sense of connection
- Kotahitanga- unity, togetherness, solidarity, collective action
- Whakamana – respect for everyone's' dignity and connections
- Mahitahi – collaboration/ co operation
- Tumanako pai- hope, positivity

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Our Objectives

- To capture the consumer and whānau experience and use this to address concerns and improve the experience for all who access the Mental Health and Addiction Services in South Canterbury.
- To ensure a wide base of consumer groups are represented at the table or via engagement opportunities
- To base the framework on the Health Quality Safety Commission's QSM Framework for Consumer engagement at level 3 (Involvement – Te whai wahi) to level 4 (partnership & shared learning – Te mahi tahi me te kaiarahitanga ngatahi)

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As we build this project, there is information that we need to know, your feedback on this is really important to us

- Was it easy for you to access the Mental Health and Addictions Service support you/your whānau/family needed?
- Did you feel whakamana/able/empowered to make decisions in your own choice of care?
- Did you feel supported to develop (or build) your own ability to live well?
- What has worked well for you / your whānau / family?
- What did not work well for you / your whānau / family?
- What are the important things you want to share regarding your experience?
- What would have made your experience better?
- Your cultural needs are important to us. How did we support or how could we have supported you?
- During your experience, was the information you received easy to understand?
- If you have more information, how would you like to share this with us?
- Are you agreeable for us to make contact with you in regard to your feedback?
- If you are completing this survey in relation to someone else or on behalf of someone else, please advise of their age, ethnicity & gender
- Are you? Consumer /Tangata Whaiora, Family / Whānau, Other
- How old are you?
- What gender do you identify with?
- What ethnicity do you most identify with?

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How do we get your feedback?

Via focus groups, information leaflets, or email

Email: MHAS.feedback@scdhb.health.nz

Online survey: <https://www.surveymonkey.com/r/B6ZQBJ9>

If you wish to make a formal complaint, there is a formal process for this. Te Whatu Ora Health New Zealand South Canterbury willingly receives and investigates all complaints. We would like to have your permission to use your complaint as part of our feedback. Further information around the complaints process is outlined in our pamphlets.



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Kā nui te mihi mo tō urupare!

Thank you very much for your feedback!



<https://www.surveymonkey.com/r/B6ZQBJ9>

Te Whatu Ora
Health New Zealand
South Canterbury