



# 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 Ngai Tahu. It is a symbol of our region and represents communal identity, solidarity and purpose.

---

**Te Whatu Ora**  
Health New Zealand

[www.scdhb.health.nz](http://www.scdhb.health.nz)



# Kahanui Wellbeing Project

Whakakaha i to tātau hapori – Strengthening our community

---

## 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 in South Canterbury
- This is aligned with the Health Quality Safety Commission's Consumer Engagement and Safety Marker (QSM) framework levels 3 & 4.

## Our Objectives

- To capture the consumer and whānau experience and use this to address concerns and improve the experience for all who access any of the Mental Health and Addictions 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).

## Your feedback

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

**Please complete the attached survey and send it to:**

Maree Guerin

Te Whatu Ora – Health New Zealand, South Canterbury

Private bag 911

Timaru 7940

**or email your response to**

[MHAS.feedback@scdhb.health.nz](mailto:MHAS.feedback@scdhb.health.nz)

## Complaints process

If you want to make a formal complaint, there is a formal process for this. Te Whatu Ora South Canterbury willingly receives and investigates all complaints.

We would like to have your permission to use your complaint as part of our feedback.

**You can make a complaint by:**

- Discussing your concerns with any staff member
- Asking to complete a complaint form (we can give you one), or ask a staff member to complete it for you
- You can email a complaint to [feedback@scdhb.health.nz](mailto:feedback@scdhb.health.nz).

If you need help making your complaint or want to speak to someone outside of Te Whatu Ora South Canterbury, you can do so by:

- Contacting the nationwide Health and Disability Advocacy Service. Phone the local advocate on 03 687 2291, or the national call centre on toll free 0800 555 050
- Calling the office of the Health and Disability Commissioner on 0800 11 22 33.

# Kahanui Wellbeing Project Survey

Scan the QR Code or enter the link to complete the survey online

[www.surveymonkey.com/r/B6ZQBJ9](https://www.surveymonkey.com/r/B6ZQBJ9)

Or complete the paper copy below.



---

1. Was it easy for you to access the Mental Health and Addictions Services and the support you/your whānau/family needed?

Yes     No

Please tell us why:

.....

.....

.....

.....

.....

2. Did you feel whakamana/able/empowered to make decisions in your own choice of care?

Yes     No

Please tell us why:

.....

.....

.....

.....

.....

3. Did you feel supported to develop (or build) your own ability to live well?

Yes     No

Please tell us why:

.....

.....

.....

.....

4. What has worked well for you / your whānau / family?

.....

.....

.....

.....

.....

5. What did not work well for you / your whānau / family?

.....

.....

.....

.....

.....

6. What are the important things you want to share regarding your experience?

.....

.....

.....

.....



7. What would have made your experience better?

.....

.....

.....

.....

.....

8. Your cultural needs are important to us. How did we support or how could we have supported you?

.....

.....

.....

.....

.....

9. During your experience, was the information you received easy to understand?

Yes     No

If no, please comment:

.....

.....

.....

.....

.....

10. If you have more information, how would you like to share this with us?

- Face to face       In a group       Email  
 Written (post)       Phone

11. Are you agreeable for us to make contact with you in regard to your feedback?

- Yes       No

Name ..... Phone.....

12. If you are completing this survey in relation to someone else or on behalf of someone else, please advise of their age, ethnicity and gender.

Are you?

- Consumer / Tangata Whaiora       Family / Whānau  
 Other (please specify) .....

13. How old are you?

- Under 18       18-24       25-34       35-44  
 45-54       55-64       65+

14. What gender do you identify with?

- Female       Male       Other       Prefer not to say

15. What ethnicity do you most identify with?

.....



**Te Whatu Ora**  
Health New Zealand

[www.scdhb.health.nz](http://www.scdhb.health.nz)

Version – March 2023