

1 December 2023

Anatoly

fyi-request-24644-437e32dd@requests.fyi.org.nz

Tēnā koe Anatoly

Your request for Official information, reference: HNZ00032042

Thank you for your email on 3 November 2023, asking for the following under the Official Information Act 1982 (the Act):

"I am a New Zealand citizen and reside in New Zealand. Under the OIA, I request a copy of the following

- 1) A list of Mental Health & Addictions Consumer, Peer Support and Lived Experience Roles within Te Whatu Ora Lakes region/locality and a description of what these roles are expected to provide.*
- 2) A list of Mental Health & Addictions Consumer, Peer Support and Lived Experience Roles in the lakes region that are funded by Te Whatu Ora (within the NGO sector)"*

Please find below a detailed response to each part of your request.

- 1) A list of Mental Health & Addictions Consumer, Peer Support and Lived Experience Roles within Te Whatu Ora Lakes region/locality and a description of what these roles are expected to provide.*

Several community organisations in the Lakes region are employing Community Peer Support lived Experience (CPSLE) roles. Te Whatu Ora Lakes does not hold a list of these.

In 2020/21 a business case was written to seek formal approval to invest in a Peer Support Worker (PSWs) Implementation Programme. The outcome of the business case was for approval to recruit a Peer Support Lead. This is represented as 0.8 FTE in the **Link People** table below. This was necessary to allow the sector to recruit more peer support workers to ensure there would be professional support for Peer Support Workers and advice to organisations in how to structure and support the new workforce.

Within the Lakes region, Consumer Participation and Implementation Frameworks for the Peer Support Workforce was developed.

- 2) A list of Mental Health & Addictions Consumer, Peer Support and Lived Experience Roles in the lakes region that are funded by Te Whatu Ora (within the NGO sector)*

Te Whatu Ora Lakes funds the following roles which are based in NGO providers. These roles are listed in the tables below under **Link People**, **Lifewise** and **ARC Counselling**. It is important to note the following:

- Peer Support Workers have an integral role to play in the Te Whatu Ora Lakes system transformation as part of Te Ara Tauwhirotaanga providing a holistic, highly relational approach with service users, families and communities as well as being a part of the integrated team caring for clients.
- Te Whatu Ora Lakes Mental Health and Addiction Service is currently recruiting to 5x Pou Toko Ora roles (cultural support workers). Advertising has sought people with lived

experience with the option to participate in peer support training. Some of the applicants on short list have already completed intensive peer support training.

Link People

Family and Whānau Advisory Service	0.5 FTE	<p>Consumer and whānau, family advisory service</p> <ul style="list-style-type: none"> To ensure the perspectives of consumers, family, whānau and significant others are captured and inform the way local services are designed and delivered To work in partnership with DHB planning and funding and senior managers to support the consumer, whānau and family voice in continuous improvement of the service Act as a liaison between consumers, whānau and families and the relevant services within the mental health and addictions portfolio.
Consumer Leadership, Consultancy and Liaison – Peer Support	0.6 FTE	<p>Consumer Leadership, consultancy and liaison service</p> <p>Service Outline</p> <p>Consumer leadership, advice and participation can make an important contribution to ensuring the Lakes DHB mental health and addiction’s sector is service-user focused with an emphasis on recovery and wellness. People with a lived experience of mental illness or addiction need to be effectively involved in the planning, implementation and evaluation of mental health and addiction services at all levels.</p> <p>This service provides consumer leadership work in partnership with other clinical and non-clinical mental health and addiction services. The role develops and maintains mechanisms, process and tools to strengthen relationships with other providers in the sector and support the implementation of the principles and themes of the mental health and addictions model of care Te Ara Tauwhirotaanga.</p>
Peer Leadership Role	0.8 FTE	<ul style="list-style-type: none"> Working collaboratively with clinical and non-clinical staff to introduce Peer Support Workers (PSW) into Lakes Mental Health and Addictions services across the sector. Actively promote and improve awareness and understanding around the role of PSW’s in mental health and addiction services by training and providing information and resources to clinical and non-clinical staff, service users and their whānau. Including providing leadership and support to peer support workers that provide individualised support to consumers/tangata whai ora with the goal of engagement, modelling hope for recovery, encouraging self-awareness about what works for the person. Include role modelling the key principles of respect, shared responsibility and mutual agreement. Help ensure that employment conditions are supportive and will have joint responsibility (with the employing agency) for ensuring the PSWs receive appropriate training, supervision

		and ongoing support to maintain their values and unique way of working.
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The Lifewise Trust

Peer Support Service	0.8FTE	
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Drug and Alcohol Support Taupo Trust t/a Arc Counselling

Continuing Care/ Post Treatment AoD - Peer Support Service	1.0FTE	Address the continuing care service gap that exists in Taupō district
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How to get in touch

If you have any questions, you can contact us at h.nz.OIA@health.govt.nz.

If you are not happy with this response, you have the right to make a complaint to the Ombudsman. Information about how to do this is available at www.ombudsman.parliament.nz or by phoning 0800 802 602.

As this information may be of interest to other members of the public, Te Whatu Ora may proactively release a copy of this response on our website. All requester data, including your name and contact details, will be removed prior to release.

Nāku iti noa, nā



Michael Cleary
Acting OIA Manager
Government Services