‘In 2014, all tangata motuhake (consumers) in New Zealand have personal power, a valued place in our whanau and communities, and services that support us to lead our own recovery.’


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
- The Patient Affairs Office, Southern DHB Phone: 03 470 9534, or
- Health & Disability Advocacy Services South Island Phone: 0800 377 766

**Consumer Advisors:**

Britta Winder (Southland)  
E-mail: britta.winder@southerndhb.govt.nz  
Freephone: 0800 443366

Johnnie Potiki (Otago)  
E-mail: johnnie.potiki@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)

**Mental Health, Addictions & Intellectual Disability Service**

*Consumer Participation in Mental Health - Consumer Advisor (District)*

Recovery, new life, growth, strength and peace

‘Consumer advisors: providing the link between services and consumers’

Consumers are the past, the present and the future of Mental Health, Addiction and Intellectual Disability Services. Consumer participation is critical to the development of services that are appropriate as well as meeting the needs of consumers and their community.

The service providers, consumers, and family (whānau) need to have a shared understanding of what is needed and by working together, we will be able to build an effective and coherent system to enhance the well-being and mental health and addiction needs of people in New Zealand.

Why have consumer participation in mental health?

What does a consumer advisor do?

The purpose of employing consumer advisors is to ensure that mental health consumers’ views are heard by policy makers, service providers and the community, through promoting consumer participation in relevant policy making and service development decisions, implementation and evaluation.

The advisor works to bridge the gap between the grassroots personal knowledge of consumers and the knowledge of policy makers and service providers.

To bridge this gap, the advisor conducts systemic advocacy to promote quality mental health and addiction services which reflect consumer needs. We undertake to:

- Seek consumers’ views - satisfaction surveys, focus and support groups
- Inform, advise and influence decision makers and policy makers
- Communicate and disseminate information to consumers - Advisory Council, groups, WRAP groups

- Research and gather evidence about consumers’ service needs and best practice mental health consumer participation - Mental Health, Addictions and Intellectual Disability Services Quality, Management and other meetings, staff recruitment, Future Directions Network Representation Group
- Building capacity of consumers to participate in service improvement and represent their views
- Build the capacity of the mental health and addictions system to support consumer participation - Future Directions Network Representative Group, Mental Health, Addictions and Intellectual Disability Service meetings.

As consumer advisors we provide the consumers’ perspective to the Mental Health, Addictions and Intellectual Disability Services provided by the Southern District Health Board in Invercargill, Southland, Dunedin, Balclutha, Oamaru and Central Otago.

This is not an advocacy role, but if advocacy is required the advisors will support consumers to access this. Local advocacy services include:

Health and Disability Advocacy Services South Island
Free phone 0800 377 766