

“Better Health, Better Lives, Whanau Ora”

**Mission**

‘We will work in partnership with people and communities to achieve their optimum health and wellbeing’

**Values**



**Feedback**

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 555 050

Consumer Advisors:

Southland

E-mail:

[southlandmhadvisors@southerndhb.govt.nz](mailto:southlandmhadvisors@southerndhb.govt.nz)

Free phone: 0800 443366 Extn: 48364

Johnnie Potiki (Otago)

E-mail: [johnnie.potiki@southerndhb.govt.nz](mailto:johnnie.potiki@southerndhb.govt.nz)

Free phone: 0800 443366

If you are in a crisis and need urgent assistance please phone the Southland Mental Health Emergency Team (Southland) or the Emergency Psychiatric Service (Otago) who provide 24 hour a day, 7 days a week service on:

**0800 467 846**

Dunedin Hospital  
Dunedin, New Zealand.  
Telephone 03 474 0999

Southland Hospital  
Kew Road, PO Box 828  
Invercargill, New Zealand  
Telephone 03 218 1949

Consumer Advisor Leaflet MHAID Service  
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mental Health, Addictions & Intellectual Disability Service

Consumer Participation in Mental Health - Consumer Advisor (District)

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



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## Why Have Consumer Participation in Mental Health?

Consumers are the past, the present and the future of Mental Health, Addiction and Intellectual Disability Services.

Consumer participation is having input into decision making for mental health services at different levels. The individual level is the personal experience of mental health services. The organisational level is input into provider agencies and organisations. The policy level is contributing to policy development.

Consumers involvement at every level of mental health services is to ensure the services are responsive to the needs of individuals.

**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**

## What Does a Consumer Advisor Do?

The Consumer Advisor promotes and facilitates consumer participation, leadership and perspective in planning, delivery of services, review and service development to ensure that services are responsive to the needs of individual service users in the Southern DHB for all mental health, addictions and intellectual disabilities. They co-ordinate and support, with other consumer organisations, the development of a strong active voice in the district. Ensure the service has effective feedback processes from service consumers to continuously improve service delivery.

This is achieved by

- Developing and coordinating effective links and networks with relevant consumers, community groups and organisations.
- Supporting the ongoing development of consumer advisory groups across Southern DHB.

- Interpret and clarify needs on behalf of consumers with health professionals ensuring services are adequately provided.
  - Support and coordinate the provision of consumer input into planning groups as required, with emphasis on the impact and outcomes of services on clients.
  - Assist with education regarding the impact of psychiatric disabilities and the needs of consumers.
  - Liaise with NGO consumer groups and update on developments in other services.
  - Involvement in audit services and incident progress regarding consumers
- Utilise the expertise of Māori health when Māori input or representation is required.

**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 555 00  
Otago Mental Health Support Trust  
Phone: 477 2598**