

19 September 2023

T Smith

fyi-request-23307-31badebd@requests.fyi.org.nz

Tēnā koe,

Your request for Official information, reference: HN200024080

Thank you for your email on 29 June 2023, asking for the following under the Official Information Act 1982 (the Act):

“to request specific information regarding the implementation of the Health Quality & Safety Commission (HQSC) Code of Expectations for Engaging with Consumers in the mental health and addiction space at Te Whatu Ora (Health NZ). I kindly request your assistance in providing the following information:

I am particularly interested in understanding how Te Whatu Ora (Health NZ) is valuing lived experience equally alongside clinical expertise in consumer engagement within the mental health and addiction sector. Therefore, I kindly request detailed information on the following:

Policies and Procedures:

Please provide any policies, procedures, or guidelines developed and implemented by Te Whatu Ora (Health NZ) that explicitly address the integration of lived experience and clinical expertise in consumer engagement within the mental health and addiction space. This may include documents that outline the expectations, methodologies, and approaches employed by Te Whatu Ora (Health NZ) to ensure equal valuing of lived experience and clinical expertise in mental health and addiction services.

Training and Development:

Please provide details of any training initiatives, workshops, or educational programs conducted by Te Whatu Ora (Health NZ) to enhance staff members' understanding and application of the HQSC Code of Expectations for Engaging with Consumers, with a specific focus on valuing lived experience equally alongside clinical expertise within the mental health and addiction sector. This may include materials, curriculum outlines, or reports related to such training programs.

Engagement Practices and Initiatives:

Please provide examples of specific initiatives, projects, or activities undertaken by Te Whatu Ora (Health NZ) to actively engage consumers with lived experience of mental health and addiction issues and incorporate their perspectives on an equal footing with clinical expertise. This may include details on how consumer feedback and perspectives are sought, integrated, and utilized within decision-making processes, service design, quality improvement, and resource allocation in the mental health and addiction sector.

Evaluation and Reporting:

Please provide any reports, assessments, or evaluations conducted by Te Whatu Ora (Health NZ) to assess the effectiveness of the implementation of the HQSC Code of Expectations for Engaging with Consumers in valuing lived experience equally alongside clinical expertise within the mental health and addiction sector. This may include any measures or indicators used to evaluate progress, outcomes, and impact in this area.

Strategic Plans and Future Directions:

Please provide information on any strategies, plans, or future initiatives that Te Whatu Ora (Health NZ) has developed or intends to undertake to further enhance the equal valuing of lived experience and clinical expertise in consumer engagement within the mental health and addiction space. This may include any considerations or goals related to advancing consumer partnership, co-designing services, and embedding a culture of equitable collaboration between consumers and clinical experts in the mental health and addiction sector.

I request that the information be provided in electronic format, preferably via email, to the email address listed above. If any part of my request is unclear or requires further clarification, please do not hesitate to contact me.

I understand that there may be costs associated with processing my request. If this is the case, I would appreciate being informed in advance, and I am willing to consider the payment of reasonable charges as required by the Official Information Act.”

Mental health is a government priority area in which improved health outcomes are sought. It involves consideration of a broad range of factors that influence people's health. In response to the 2018 'He Ara Oranga' report concerning mental health and addiction services, 'Kia Manawanui Aotearoa – Long-term pathway to mental wellbeing' (Plan) was developed. This high-level Plan is the basis for the transformation of services to support the mental wellbeing of New Zealanders. For further detail, please see Kia Manawanui Aotearoa <https://www.health.govt.nz/publication/kia-manawanui-aotearoa-long-term-pathway-mental-wellbeing>

Recent Budgets have supported the adoption and implementation of this Plan and provided significant investment for mental health services. There is a lot to do to improve access to mental health and addiction services and there is a commitment to continue to grow services at a primary, community and hospital level.

Your request for all information is very broad, and substantial manual collation would be required to locate and prepare all documents within scope of your request. As such, I refuse your request under section 18(f) of the Act.

I have considered whether fixing a charge for the supply of the information or extending the timeframe for response would enable Te Whatu Ora to respond. I do not consider that either option would remove the impact that supplying the information would have on our other operations.

It is important that we hear about experiences of health care services to better understand how and where they need to be improved. The perspectives of people with lived experience of mental distress and mental health conditions can inform the development of mental health services in Aotearoa.

It may be useful for you to know that:

- All specialist mental health services have lived experience roles and teams

- Standards require lived experience engagement in the design, delivery and evaluation of mental health services
- Each district will have policies and procedures that guide engagement with people with lived experience
- All staff receive training on the Code
- There has been extensive work lead by Te Pou on lived experience roles
- There is a National Association for Mental Health Consumer Advisors (NAMHSCA) – all those employed in lived experience leadership roles across Te Whatu Ora

We would like to provide you with some publicly available information to help you with your request. Please see the links below for publicly available information:.

<https://www.tepou.co.nz/our-work/lived-experience>

<https://www.hqsc.govt.nz/consumer-hub/engaging-consumers-and-whanau/code-of-expectations-for-health-entities-engagement-with-consumers-and-whanau/>

<https://www.namhsca.org.nz/index.php>

How to get in touch

If you have any questions, you can contact us at hnzOIA@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.

Nāku iti noa, nā



Karla Bergquist
**National Lead, Mental Health and Addiction
Hospital and Specialist Services**