



## What You Can Do

Do you want to be involved in mental health and addiction services? You can...

- Join the Taranaki Consumer Advisory Group
- Join the Mental Health or Addiction E-Group
- Complete Satisfaction Surveys
- Attend public presentations and forums



## Contact Us

If you need further assistance, or would like to offer feedback, please contact:

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Nic can provide information on Mental Health and Addictions Services as well as education concerning your rights. She can also help with referrals to peer support and/or advocacy.

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## Mental Health and Addiction Service Receiving Mental Health and/or Addiction Services?

### Then this information is for you



**Consumer Advisor -**  
*Providing the link between you  
and Mental Health & Addiction Services*



## ■ ■ What is a Consumer?

Consumer is a term that refers to anyone with personal experience of mental illness or addiction who has used mental health and addiction services. Other terms include: patient, client, service user or tangata whaiora.

NZ Standards and legislation state that people who use mental health and addiction services need to be involved in the planning and review of services, including policies and procedures. This is to ensure services meet your needs.



## ■ ■ What is a Consumer Advisor?

A consumer advisor is a person employed by Taranaki DHB Mental Health & Addiction service to ensure everyone is given the opportunity to have input into the development and review of services. A consumer advisor has personal or lived experience of mental illness and/or addiction.



## ■ ■ What Does a Consumer Advisor Do?

- Provides the link between you and Mental Health & Addiction Services.
- Ensures that your rights under the Code of Health and Disability Services are upheld, that you know these rights and what to do if your rights are breached.
- Provides information about supports in the community, including peer support and advocacy.
- Consults with people currently using services to gather information about their experience of service use. This information is used to identify areas of concern that need to be addressed.

### **Information is gathered through:**

- » Customer Satisfaction Surveys
- » Forums
- » Public Presentations
- » E-Group - an email advisory Group where people can provide feedback about the service and participate in service reviews
- » Taranaki Consumer Advisory Group (TCAG)
- » Participation in consumer meetings at a regional and national levels
- Encourages staff to involve you in your care, relapse, risk and discharge planning.
- Participates in staff recruitment and recovery training.
- Draws on personal experience of mental health and the experiences of others, to educate within and beyond Mental Health Services, regarding the impact of mental health and addiction on people's lives.
- Participates in mental health promotion, prevention and awareness within the region to reduce stigma and discrimination.

