

YOUR RIGHTS WHEN USING MENTAL HEALTH SERVICES

☺ Respect
Mana

☺ Fair Treatment
Manaakitanga

☺ Dignity and Independence
Tū Rangatira Motuhake

☺ Appropriate Standards
Tautikanga

☺ Effective Communication
Whakawhitiwhitinga Whakaaro


☺ Information
Whakamōhio

☺ Choice and Consent
Whakaritenga Mōu Ake

☺ Support
Tautoko

☺ Rights during teaching and research
Ako Me Te Rangahau

☺ Have your complaints taken seriously
Amuamu

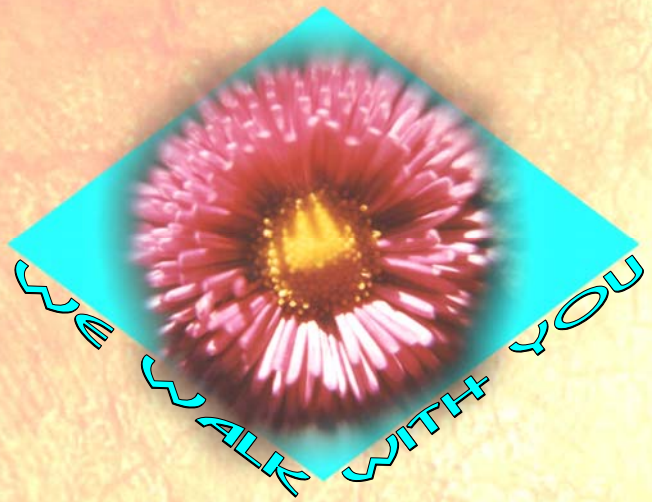


MENTAL HEALTH CONSUMER ADVOCACY SERVICE

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MENTAL HEALTH CONSUMER ADVOCACY SERVICE

We walk with you.

Phone: 579 5304

WHAT IS AN ADVOCATE?

An advocate takes up the cause for individuals or groups, at their request to ensure their rights are respected and needs addressed.

WE CAN . . .

Support you at meetings with:

- 👍 Psychiatrists
- 👍 Doctors
- 👍 WINZ
- 👍 Mental Health Services
- 👍 Lawyers
- 👍 Other community or government agencies

Assist you to:

- 👍 Write letters
- 👍 Put advance directives in place
- 👍 Identify other services, people that may be useful

WHAT WE CAN DO FOR YOU?

- 👍 Listen to your concerns.
- 👍 Give you information about your rights.
- 👍 Assist you to identify and clarify issues.
- 👍 Support you in the actions you take to resolve your concerns.
- 👍 Conflict resolution.
- 👍 Information and access to life skills/work skills programmes.
- 👍 Advice and information on peer support networks.

THE ADVOCACY SERVICE IS . . .

- 👍 Free
- 👍 On the side of the consumer
- 👍 For Mental Health Consumers
Tangata Whaiora

WHAT CAN YOU EXPECT FROM OUR SERVICE?

- 👍 Professionalism and experience
- 👍 Your cultural identity is respected and assured.
- 👍 Involvement of your family / whanau / significant others as you want
- 👍 Privacy/Confidentiality
- 👍 Knowledge and understanding of mental health issues
- 👍 Information and access to a range of community resources and services
- 👍 Empowerment