



Southern Non-clinical  
Day Programmes

Model of Care

24 May 2023

## Thank you

In February and March 2023, 16 listening sessions were held with people who use community day programmes. Each session was facilitated by a facilitator with lived experience of mental distress and a Māori facilitator with cultural expertise. Other sessions were held with staff from community day programmes.

Thank you to all of you that shared your thoughts and experiences, to help develop a draft model of care for day programmes to meet your needs in the future. A “model of care” is a way of describing what type of services we need and how they should work.



## Background

In 2021 a review of the mental health and addiction system in the Southern District was conducted by Synergia (an independent consulting firm) and resulted in a report called Te Hurihanga – Time for Change.

As part of implementing Time for Change – Te Hurihanga, Te Whatu Ora (Health New Zealand) is reviewing the community day programmes in Southern.

Day Programmes are mental health and addiction services that people go to during the day to do activities and spend time with other people. They are non-clinical and community based and aim to improve people’s wellbeing.

## Developing the draft model of care

A “model of care” is a way of describing what type of services we need and how they should work. To describe a draft model of care for day programmes we needed to know what people wanted.

Listening sessions were held with people who use community day programmes. Each session was led by a facilitator with lived experience of mental distress and a Māori facilitator with cultural expertise.

Other sessions were held with providers of community day programmes.

An on-line survey was also available for people who use, or have used, day programmes. Paper copies were also sent to providers of Day Programmes and made available to those who attended the programme. The survey asked questions about what people enjoyed at their current day programme and what they wanted from a day programme.

During the listening sessions, we engaged and listened to almost 120 people. In addition, we received over 100 surveys (on-line and posted), as well as several written submissions.

A background paper “Improving Day Programmes” was prepared prior to the listening sessions. This can be read [here](#).

Discussion at the sessions focused on the two key questions:

- How day programmes could better meet the needs of our community?
- How day programmes can be developed so they are sustainable?

A draft model of care has been developed based on the feedback from the listening sessions and survey, and some reports that were written previously, including:

- Te Hurihanga – Time for Change, 2021.
- Alliance South, 2017, Activity and Living Skills and Vocational Support Services Review (unpublished).
- Acknowledgement is made to those people who provided feedback into the draft Model of Care for Peer Governed services. There is much in that Model of Care that is relevant and important for Day Programmes and important in the development of this model of care.

The feedback documents from the listening sessions are available on the Time for Change – Te Hurihanga webpage [here](#)

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## Principles

The 7 principles below describe the desired experience of tāngata whaiora when attending the Day Programme. It is required that the Day Programme is provided in a way that meets these principles.

- **Hope and wellbeing:**
  - I feel that I am moving towards how I would like my life to be.
  - I am actively supported to attend to areas of my life I want to change.
- **Choice:**
  - I will be able to choose to do activities that I like and that promote my wellbeing. I will be able to help develop activities, if I would like to.
  - I will be given options and access to additional support such as budgeting advice or support to develop my skills. This may also include peer support.
- **Mana enhancing:**
  - My experiences and contributions are valued and respected. I am supported to express manaakitanga (generosity, hospitality and care) to others.
- **Holistic:**
  - I am supported to access other services and resources that support my whole self.
  - I am recognised and supported as a member of a whānau.
- **Dignity:**
  - I feel accepted, respected, and safe to be myself.
- **Participation:**
  - I can participate in a way that supports and respects my wellbeing, promotes connection, and inspires hope.
- **Connected:**
  - I am encouraged and supported to build natural supports and connections with my peers.

## Commitment to Te Tiriti o Waitangi

The following are the 5 principles of Te Tiriti o Waitangi which providers are required to embrace and be able to demonstrate how they are reflected in their service model.

- **Tino Rangatiratanga – Self-determination:**
  - Tāngata whaiora are supported to make their own choices about their lives and well-being. The individual's right to be Māori is supported, upheld, and respected.
- **Mana Taurite – Equity for Māori:**
  - The right of the person to be Māori is acknowledged, culturally supportive services are available, accessible and encouraged.
- **Mahi Ngātahi – Partnership:**
  - Collaboration and engagement with tāngata whenua, mana whenua, iwi and Māori community are actively sought. Māori are engaged in the design, delivery, and governance of services.
- **Whakamarumarutia – Active Protection:**
  - Māori and whānau are actively consulted with to ensure the tikanga Māori design, delivery and governance of services meet the wellbeing needs of tāngata whaiora (person seeking wellness) and whānau.
- **Kōwhiringa – Options:**
  - Te ao Māori models of well-being are part of the programme design and kaupapa Māori services are available, accessible and encouraged.

Examples of evidence to support how this commitment might be met is described in the table below.

# TE TIRITI O WAITANGI FRAMEWORK

Te Tiriti o Waitangi & Equity first thinking minimises the risks of disadvantage by engaging through a series of questions to learn, test & refine outcomes for equity.

1

*This principle: provides for Māori self-determination and mana motuhake in the design, delivery, and monitoring of health and disability services.*

## TINO RANGATIRATANGA

Have Māori been involved in the approach from the start?

Whose worldview is privileged in this approach?

2

*This principle: ensures Equity recognises different people with different levels of advantage require different approaches and resources to get equitable health outcomes.*

## EQUITY

What relevant social or wider demographic inequities need to be considered and accounted for?

Is the approach clear about what is inequitable?

3

*This principle: requires the Crown to act, to the fullest extent practicable, to achieve equitable health outcomes for Māori.*

## ACTIVE PROTECTION

How does this approach support Māori providers/ organisations & communities?

How will this approach be accountable to Māori?

4

*This principle: ensures that all health and disability services are provided in a culturally appropriate way that recognises and supports the expression of hauora Māori models of care.*

## OPTIONS

Does the approach allow for te ao Māori models of care? Why or why not?

How well are Māori world views and values, including wairuatanga, reflected?

5

*This principle: requires the Crown and Māori to work in partnership in the governance, design, delivery, and monitoring of health and disability services.*

## PARTNERSHIP

How is an authentic partnership reflected in the development, implementation, monitoring and evaluation of the approach?

A living document, corresponding author Daniel Tawaroa

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## Objectives

Day Programme services will work towards the key objectives below:

- To uphold the dignity of people through respecting **personal choice and self determination**
- To provide an environment that is **strengths-based to:**
  - Build on existing individual strengths, such as knowledge, skills networks and resources.
  - Promote supported decision-making, which acknowledges the importance of providing people with the right information, support and time to make decisions.
  - Offer programmes and activities that are of therapeutic benefit and assist people to develop in the areas of their life that are important to them.
- Discussions on aspirations or personal journeys always **focus on strengths** rather than problems.



## Equity for Māori

Each service will seek to develop relationships with **local iwi, tāngata whenua, mana whenua, Māori community, and kaumātua** to understand the most appropriate approach for their community.

Services will have a focus on cultural safety and cultural confidence. Services will recognise the value of **tikanga Māori and te reo rangatira** (Māori language, practices and beliefs).

Services will be expected to:

- Provide training to all staff on **Te Tiriti o Waitangi** and how to actively apply the principles (including tino rangatiratanga, equity, partnership, options, and active protection of taonga) within services.
- Embed models of **holistic health** within their services such as Te Whare Tapa Whā, Te Wheke and Te Pae Māhutonga, recognising that mental distress and addiction impact on all aspects of a person's life. Training must be provided to enable staff to use these models in their work.
- Recognise and value **Mātauranga Māori** and engage in tikanga protocols and practices where appropriate.
- Enable staff to engage in culturally safe ways. Provide **cultural supervision**.
- Enable staff to provide manaakitanga, karakia, mihi whakatau, pepeha and waiata.
- Guide non-Māori staff to create space for Māori to exercise Mana Motuhake (autonomous leadership) in their own way.

## Diversity

- Day programmes will be **accessible and welcoming** to people of all cultures and identities, including people from marginalised communities for example the LGBTQIA+ community and tāngata whaikaha (disabled people) with mental health and addiction issues.
- Staff will understand how to support people from diverse backgrounds.

## Requirements of Day Programmes

Day programmes will meet the following requirements:

### Quality

Quality requirements include:

- Adherence to the Ngā Paerewa Health and Disability Service Standards (like all funded health services).
- Quality systems in place to ensure there is feedback from people who access services, and that the feedback is used to inform service delivery.

### Policies

Policies will be in place that:

- Meet and are compliant with the relevant service specification and contract.
- Reflect the model of care.
- Includes a standard on **collaborative note writing**.

### Workforce Development

- Every provider will have a workforce development plan which reflect the needs of tāngata whaiora.
- tāngata whaiora will have the opportunity to regularly provide feedback as to what training they would like staff to have to meet their needs.
- The workforce development plan will include training on motivational interviewing, strengths-based practice, de-escalation, and other relevant training.

### Service Accessibility

*Who are Day Programmes for?*

- Day Programmes are for all eligible persons, who:
  - Are people who have lived experience of mental distress and/or addiction, particularly for people with high and/or complex support needs associated with this distress/addiction.
  - Are people who are 18-years-old and upwards. This includes people who are over 65 years old.
- Referral to the service may be by:
  - Self-referral.

- From a health care provider.

*Where will community Day Programmes be provided?*

- Services are provided in a community setting.
- They are easy to access and use, and accessible to people with disabilities.
- These services may be virtual as well as in person to provide access across the district.

*When will Day Programmes be provided?*

- Day programmes will provide options that extend past 9am to 5pm on at least some weekdays and may extend into the weekend.
- Services will provide support options over holiday periods. This could be in collaboration or partnership with other day programme services, online services etc.

*How will people know about the Day Programmes?*

- Day programme organisations will promote themselves using a variety of methods so that people know about them and how to access the service.

*How will people's needs be identified?*

- They will be identified in collaboration with tāngata whaiora, using an approach that builds on existing strengths and resources and explores opportunities for growth.
- Staff will work, engage with, and support the individual to explore their hopes and promote wellbeing.
- The person may choose to involve other people, e.g. a family member, key worker, or a support person in their relationship with the day programme.
- Staff will support the delivery of activities in a flexible way so that people can choose and contribute to the design and facilitation of activities that promote wellbeing.

## **Outcomes for people accessing the Day Programme**

### *Enhanced self-esteem and competence:*

- Using a strengths-based approach to support a person's ambitions and aspirations.

### *Increased capability:*

- Creating and building a person's strengths through structured activities, as well as social and community activities and networks.
- The activities may be arts based, volunteer services, and other community supports and services.
- They must be tailored to meet individual needs.

### *Strengthened Connections:*

- Connections are encouraged with social supports, such as family, friends, and the community.
- The development of peer relationships is supported.
- Where some relationships are not wanted, personal choice is respected.

### *Personal choice and self-determination:*

- People will be able to choose and contribute to the design and facilitation of activities that take place at the service.
- Staff will support the delivery of these activities in a flexible way.
- People will be given information and assistance to access additional life skill or wellbeing supports such as budgeting advice, learning new skills, health improvement practitioners, health coaches etc.

### *Design, run and participate in the services:*

- People can contribute to how the service is run and take active roles to build skills and confidence.
- People are formally included in planning, delivery and review of day programme (for example via a committee) that enables collective feedback to the service on a regular basis.

### *Talk about experiences:*

- The environment is safe and supportive for all, and where experiences can be openly discussed.

#### *Peer support:*

- Day service programmes have or engage with **peer support** services that meet the practice requirements of the Peer Governed Services Model of Care. This can be read [here](#). These services may be delivered via individual peer support, groups, activity-based peer support or online support.
- Consumer, Peer Support and Lived experience (CPSLE) staff must be supported to connect with the Southern CPSLE Hub.

#### *Advocacy:*

- There is access to independent advocates so that people can get support if needed.
- There are opportunities and options available for people to understand their rights.
- There is a clear, transparent and independent complaints process within the service. All people know about this process and how to obtain support.
- Documentation of all complaints and connecting individuals to advocacy services for those who have a complaint.

#### *Effective communication between services:*

- People will be assisted to access and obtain support from other services, such as Kaupapa Māori services, vocational training or help with agencies that support holistic wellness such as obtaining housing or financial assistance.
- Explore with individuals what information (if any) they wish to be shared with other individuals, organisations or agencies in order to support integrated care and to facilitate involvement of whānau, peer support, and community groups, activities, volunteering opportunities, and the like. The Health Information Privacy Code applies here.
- Connected to former refugees and migrant support services.

#### *Enhanced Technology and digital options:*

- Support options that use technology, for example internet, are offered.
- Support skill development to use the technology.
- Address barriers to using technology.

#### *Experience and work readiness:*

- There are opportunities to try new activities that prepare people to be ready for work. This can include volunteering, CV preparation, interviewing practice and guidance etc.

## Community Collaboration

The following describes how Day Programmes will communicate with the wider community to:

### **Uptake opportunities for innovation:**

- Day Programme providers will embrace innovative solutions, such as collaboration with other community services, or other day service programmes.

### **Establish/enhance Partnerships with Māori:**

- Day Programme providers will demonstrate connection to iwi and incorporation of tikanga Māori and te reo rangatira within the day service programmes.

### **Collaborate with others to support holistic wellbeing:**

- People will be supported to find and build on their strengths to help them move on their life journey.
- Providers will need to have increased awareness of matters relating to employment, such as how to engage with people on their training and education goals and upskilling staff in these areas.