

Glossary of terms

This document lists definitions of terms commonly used and encountered by people working in the consumer, peer support and lived experience (CPSLE) workforce.

- › **Active listening** is when someone repeats what they heard another person say, using their own words, to make sure they have understood it correctly.
- › **Boundaries** see peer boundaries.
- › **Coercion** is the use of force, threats or intimidation to persuade a person to do something against their will.
- › **Consumer advisors** use **peer values** and **recovery principles** to advise organisations. They advocate that the experiences of people with mental health challenges and/or addiction should influence every part of the organisation.
- › **Consumer advocates** work with people who need help to resolve a complaint and need support to explore their choices and options. They defend and promote people's rights. They can work to resolve problems that affect individuals, as well as issues that affect a lot of people.
- › **Consumer, peer and service user auditors** work in teams that audit mental health and addiction services. They provide a lived experience view.
- › **Consumer, peer and service user educators** provide education to peers, the health and social service workforce, and community members, using their lived experience.
- › **Consumer, peer and service user researchers and evaluators** bring their lived experience to research and evaluation. They ensure lived experience knowledge, wisdom and values are central in their work in partnership with others.
- › **Cultural approaches** incorporating Te Tiriti o Waitangi must be central in all work, each worker needs to understand and be able to demonstrate what that means in the context of their roles and environment. Peers work with many cultures different from their own and need to work respectfully to ensure all people are understood in their own contexts and communities, and that any barriers, discrimination or racism are addressed.
- › **Discrimination** is treating someone differently because they belong to a different group than you. Discrimination can be based on many grounds, including gender, sexuality, age, ethnicity and disability.
- › **Empathy** is the ability to understand or feel what another person is experiencing from within their frame of reference, eg being able to place yourself in another's position and see through their perspective.
- › **Equity** is promoting fairness by treating people differently depending on their needs and recognises that different approaches and resources are needed to get fair outcomes for everyone.
- › **Family of choice** means the people that you choose as your support system.

- › **Health and Disability Services Standards** are mandatory standards that define the quality and safety requirements that health services must meet.
- › **Health and Disability Services Code of Consumers Rights** establishes the rights of consumers, and the obligations and duties of providers to comply with the Code. It is a regulation under the Health and Disability Commissioner Act. www.hdc.org.nz.
- › **Human rights approaches** raise awareness of human rights, empower people to claim their rights, and increase the ability of organisations and systems to promote and protect human rights.
- › **Human rights breaches** are actions or omissions that result in someone not having the human rights they are entitled to.
- › **International human rights frameworks** are a series of human rights treaties developed by the United Nations, starting with the Universal Declaration of Human Rights. Human rights include civil, political, economic, social and cultural rights.
- › **Lived experience** refers to challenging life experiences that a person has learnt and grown from. In this document this includes experiences of mental health challenges and addiction, accessing services, and achieving recovery, resilience, and wellbeing.
- › **Mindfulness** is focusing on the present moment.
- › **Mutuality** means authenticity in relationships based on common experiences.
- › **National human rights frameworks** Two pieces of legislation underpin human rights in New Zealand. The Human Rights Act 1993 protects people from discrimination and is the focus of the Human Rights Commission. The Bill of Rights Act 1990 limits the powers of government to interfere with the rights of citizens.
- › **Outcome measures** are tools designed to measure changes in a person's health and wellbeing, as a result of accessing support. Outcomes measures include Tāku Reo, Tāku Mauri Ora, Recovery Star, and the WHO Quality of Life Scale.
- › **Organisational change principles** include the importance of leadership, forming a strategic vision, involving and engaging a range of stakeholders, building coalitions, making a strong factual and emotional case for change, removing barriers to change and sustaining change.
- › **Peer advocacy** is individual advocacy and support provided by someone with similar experiences.
- › **Peer support settings** are the places where peer support happens. These include online, in hospitals, respite services, residential rehabilitation services, within community, peer run, and/or cultural organisations.
- › **Peer support workers** work with people who experience mental health challenges and addiction to help restore their hope and personal power. In this document *peer support worker* describes a number of roles including peer navigator, peer recovery coach, peer recovery guide, peer mentor, voice worker or peer support specialist.

- › **Peer-led tools** include tools and methods for responding to people experiencing mental health and/or addiction. These include one-to-one peer support, self-help groups, creating life enhancing plans such as Wellness Recovery Action Plans, providing advocacy and walking beside people when facing challenges.
- › **Positive risk taking** promotes taking risks as part of a plan to improve someone's life. Practitioners and people work together to understand potential risks and how they might be managed alongside strengths and opportunities. Risk is viewed as a necessary part of personal growth.
- › **Peer boundaries** are broader and more flexible than in traditional professional boundaries.
- › **Peer support programmes** include programmes that have been created by peers for peers.
- › **Prejudice** is an unfair and unreasonable opinion or feeling, often formed without enough thought or knowledge. This may mean people are excluded, demeaned, harmed, disrespected or denied their rights.
- › **Quality improvement** is systematically using methods such as quality improvement science to achieve a measurable change and to achieve better outcomes.
- › **Rapport** is when people experience a close connection and are able to understand each other well.
- › **Realistic optimism** means believing that positive outcomes will happen, and that people can make success happen through their own actions.
- › **Recovery** is often used to describe a person's experience of gaining resilience and learning through living with mental health challenges or addiction. There is no single definition of recovery and it has different meanings depending on the person's experiences defined by the person themselves. **Recovery** means different things in mental health and addiction settings and is an integral concept used in addiction treatment spaces.
- › **Recovery and wellbeing-based measures** include measures such as Tāku Reo, Tāku Mauri Ora and World Health Organization (WHO) Quality of Life Scale. Also see the WHO Outcome measures.
- › **Recovery and wellbeing-focused language** is using words that put the person before any issue or diagnosis. For example, instead of referring to a person as a depressive, describe them as a person who has experienced depression. Wellbeing language focuses on the perspectives, strengths and abilities of the person.
- › **Reflexive practice** is when people take time and opportunities to reflect on their values, knowledge, actions and behaviour in the context of their work to increase their understanding and improve their work performance.
- › **Self-advocate/self-advocacy** means speaking up for yourself and your needs and interests.
- › **Consumer, peer support and lived experience supervisors** provide coaching, mentoring or supervision to peers, clinicians and others.
- › **Supported self-advocacy** means supporting a person to speak up for themselves and their needs and interests.
- › **Self-care** means taking action to promote individual health and wellbeing. Also see stress management practices.

- › **Self-stigma** is when someone with mental health challenges and/or addiction applies negative stereotypes to themselves.
- › **Social consequences** of experiencing mental health challenges and/or addiction include poor physical health, high mortality rates, high unemployment, discrimination, poverty and social isolation.
- › **Social determinants** are factors that may increase a person's likelihood of experiencing mental health and/or addiction issues. Some of these factors include neglect, trauma, abuse, social deprivation and the impact of colonisation.
- › **Stigma** is negative attitudes and beliefs towards a group of people, leading to stereotypes and potentially discrimination.
- › **Stress management practices** are techniques to help people better understand stress and take action to minimise stress. Practices can include time management, boundary-setting, mindfulness, affirmations, building resilience, eating well and exercise. Also see self-care.
- › **Supervision** is an exchange between workers to develop skills and competence. There are many different types of supervision.
 - ▶ Internal – supervision delivered by a member of your organisation.
 - ▶ Line supervision – supervision delivered by your direct manager to ensure you do what is expected of you.
 - ▶ External – supervision delivered by someone who is external to the organisation.
 - ▶ Peer – supervision by the peer workforce, focusing on peer issues in the workplace.
 - ▶ Cultural – supervision by a person from a cultural group, focusing on cultural issues in the workplace.
 - ▶ Group supervision – supervision in a group setting.
- › **Systemic advocacy** is action to influence changes to health systems so that people accessing services receive fair and effective treatment. Action may include legislation, government policy, and policy and practices of agencies providing services. Advocacy strategies may include collective advocacy, advocacy development, community development, community education, campaigns, resource development and lobbying.
- › **Traditional professional boundaries** include not sharing personal lived experiences as part of their practices.
- › **Tikanga** is the customary system of values and practices that have developed over time and are deeply embedded in the social context.
- › **Trauma informed care** is an approach to delivering services that includes:
 - ▶ understanding that many people who access services have a history of trauma
 - ▶ understanding the profound neurological, biological, psychological and social effects of trauma on people
 - ▶ a commitment to ensuring staff treat people humanely and do not traumatise and re-traumatise them
 - ▶ routine screening for trauma
 - ▶ providing access to trauma specific support for people with trauma histories such as psychotherapy, desensitisation techniques, emotional modulation techniques and art therapy.

- › **United Nations Convention on the Rights of Persons with Disabilities (UNCRPD)** is a human rights treaty that states that people with disabilities have the same rights and freedoms as all people. It says that they are capable of claiming their rights, making decisions, and being full members of society.
- › **Wellbeing** includes positive emotions and mood, satisfaction with life, fulfilment, and positive functioning. Wellbeing is broad and includes physical, social, economic, spiritual and psychological wellbeing.
- › **Recovery, resilience and wellbeing principles** come from the recovery movements in addiction and mental health and they promote personal wellbeing. In a service, they are seen when:
 - ▶ the person is supported by the services to achieve the life that has meaning for them
 - ▶ the whole workforce supports people towards their aspirations, works with their strengths, and supports people to have autonomy and full citizenship
 - ▶ the service culture places a high priority on hope, connection, and self-determination
 - ▶ services provide access to a range of responses, opportunities and resources to all people who access the service
 - ▶ personal outcomes are measured from the perspective of the person and their whānau.
- › **Recovery, resilience and wellbeing practices** include practices and tools that have been designed using recovery, resilience and wellbeing principles.

