



# Six Core Strategies<sup>©</sup> service review tool

Strategy 2: Full inclusion of lived experience

New Zealand adaption – 2nd edition

[tepou.co.nz](http://tepou.co.nz)

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# About the Six Core Strategies<sup>®</sup>

The *Six Core Strategies*<sup>®</sup> is a whole-of-system approach for reducing the use of seclusion and restraint in mental health and addiction services. This evidence-informed framework was originally developed in the US by the National Association of State Mental Health Program Directors in response to people accessing services and other stakeholders saying the experience of seclusion and restraint is traumatising for both people receiving services and staff.

The framework consists of six strategic areas as shown below. This document focuses on the service objectives that sit under **Strategy 2: Full inclusion of lived experience**. For more information, please refer to the full version of the *Six Core Strategies*<sup>®</sup> service review tool: *New Zealand Adaption – 2nd Edition*.



## How to use this document

This document provides examples of what each service objective could look like. Your service can use the ratings below to identify whether you meet the objective and record it in each column. Then use your ratings to identify one or two key priorities for your service to work on over the next 3 to 6 months.

<b>Yes</b>	The objective is <i>fully embedded</i> into everyday working practice, values and culture.
<b>Partly</b>	<i>Part</i> of the objective has been implemented, but <i>not</i> fully embedded into everyday working practice, values and culture.
<b>No</b>	The objective is <i>newly implemented</i> or <i>not present</i> , and <i>not</i> yet embedded into everyday working practice, values and culture.

## 2. Full inclusion of lived experience

**GOAL TWO:** To ensure advisory, management and governance structures foster inclusion of lived experience leadership and participation in service design and delivery to assist in the use of least restrictive practice and ensure services are person and whānau-centred, responsive and safe. Active partnerships are formed with Māori and Pasifika peer support and lived experience services and workers across all mental health and addiction settings.

Service objectives	Examples of actions to meet the objectives	Is the objective being met? (Yes/Partly/No)	Next steps
<b>Leadership and organisational development</b>			
<p>1. Lived experience leadership participates in key committees and workgroups throughout our organisation.</p>	<p>Lived experience leadership roles' participation in activities and groups such as:</p> <ul style="list-style-type: none"> <li>• quality improvement</li> <li>• seclusion and restraint reduction</li> <li>• leaders and managers' meetings</li> <li>• service planning</li> <li>• service evaluation</li> <li>• review incident or sentinel events</li> <li>• design and delivery of staff training</li> <li>• workforce development</li> <li>• recruitment and retention</li> <li>• wider sector groups.</li> </ul>	<p>Yes</p> <p>Partly</p> <p>No</p>	

Service objectives	Examples of actions to meet the objectives	Is the objective being met? (Yes/Partly/No)	Next steps
<p><b>2.</b> Our service has a strategy or plan for developing the consumer, peer support and lived experience workforce. This includes lived experience roles such as:</p> <ul style="list-style-type: none"> <li>• advisors and consultants</li> <li>• peer support workers</li> <li>• trainers and supervisors</li> <li>• researchers and evaluators.</li> </ul>	<p>Actions include:</p> <ul style="list-style-type: none"> <li>• ensuring lived experience roles are included in team meetings to ensure information sharing</li> <li>• ensuring the workforce is representative of the people accessing the service through recruitment of Māori and Pasifika peer support roles</li> <li>• developing lived experience capacity within community settings such as NGO services</li> <li>• developing tāngata whai ora and whānau capacity within community settings such as kaupapa Māori and Pasifika services and NGO services</li> <li>• prioritising and creating lived experience positions using vacant positions</li> <li>• ensuring the consumer, peer support and lived experience workforce competencies and the national consumer, peer support and lived experience strategy underpins all roles. <sup>1</sup></li> </ul>	<p>Yes</p> <p>Partly</p> <p>No</p>	

<sup>1</sup> See [Competencies for the mental health and addiction service user, consumer and peer workforce](#)

Service objectives	Examples of actions to meet the objectives	Is the objective being met? (Yes/Partly/No)	Next steps
<p><b>3.</b> Our service has an environment that supports lived experience workers to work to top of scope.</p>	<p>Actions include:</p> <ul style="list-style-type: none"> <li>• having clear job descriptions that include responsibilities and delegated authority</li> <li>• ensuring staff with lived experience, expertise and skills are recognised and remunerated</li> <li>• ensuring staff with whānau and cultural expertise and skills are recognised and remunerated</li> <li>• educating staff about the roles of lived experience workforce including peer support and consumer advisors</li> <li>• ensuring access to supervision, including cultural supervision</li> <li>• implementing workforce development and training plans</li> <li>• scheduling regular direct report meetings</li> <li>• providing performance feedback.</li> </ul>	<p>Yes</p> <p>Partly</p> <p>No</p>	

Service objectives	Examples of actions to meet the objectives	Is the objective being met? (Yes/Partly/No)	Next steps
<p><b>4.</b> External lived experience leaders, advocates, networks and groups have an active role in supporting, advising and reviewing our service delivery.</p>	<p>This includes external lived experience leaders, advocates, networks and groups in:</p> <ul style="list-style-type: none"> <li>• facilitating regular lived experience community meetings</li> <li>• engaging and facilitating sector views and advice</li> <li>• facilitating lived experience led groups in inpatient services and the community</li> <li>• organising regular advocates visits in inpatient services</li> <li>• participating in recruitment and workforce planning activities</li> <li>• debriefing and incident review processes</li> <li>• providing independent auditing of plans, reviewing least restrictive activities and service planning and development</li> <li>• participating in community group meetings and networking activities.</li> </ul>	<p><b>Yes</b></p> <p><b>Partly</b></p> <p><b>No</b></p>	

Service objectives	Examples of actions to meet the objectives	Is the objective being met? (Yes/Partly/No)	Next steps
<p>5. Our service collects feedback from people, whānau and staff within systems and effectively uses information gathered.</p>	<p>Actions include using:</p> <ul style="list-style-type: none"> <li>• experience-based design or co-design surveys</li> <li>• Mārama Real Time Feedback</li> <li>• Māori appropriate feedback processes, such as hui or kanohi kitea</li> <li>• Pasifika appropriate feedback processes, such as fono</li> <li>• open feedback systems and approaches to meet the needs of tāngata whai ora and whānau</li> <li>• results in direct service provision and quality improvement initiatives</li> <li>• results in discussions with staff and increasing visibility of feedback.</li> </ul>	<p>Yes</p> <p>Partly</p> <p>No</p>	

Service objectives	Examples of actions to meet the objectives	Is the objective being met? (Yes/Partly/No)	Next steps
<b>Inclusion of people and whānau in everyday practice</b>			
<p>6. Our service has an integrated partnership approach to support people and whānau to make choices at every opportunity.</p>	<p>Supporting a partnership approach that includes developing the capacity of the Māori and Pasifika lived experience workforce.</p> <p>Actions include:</p> <ul style="list-style-type: none"> <li>ensuring people’s choices are valued, respected, regularly updated and documented</li> <li>ensuring people and whānau are provided with comprehensive information to enable informed choices in treatment and recovery planning</li> <li>supporting and advocating for whānau as active partners in treatment, recovery and wellbeing planning</li> <li>ensuring inclusion of cultural and whānau perspectives</li> <li>ensuring inclusion of lived experience perspectives</li> <li>recognising choice as a continuous process</li> <li>recognising people as experts in themselves who grow and change through their experiences.</li> </ul>	<p>Yes</p> <p>Partly</p> <p>No</p>	

Service objectives	Examples of actions to meet the objectives	Is the objective being met? (Yes/Partly/No)	Next steps
<p><b>7.</b> People are valued and included as partners in care and treatment at all operational levels, and as advocates for choice in care.</p>	<p>Actions include:</p> <ul style="list-style-type: none"> <li>formally including people to contribute to operational decisions, planning and service reviews</li> <li>providing whānau friendly environment</li> <li>providing opportunities for people and whānau to give quality authentic feedback</li> <li>acknowledging feedback from people and informing them of the process.</li> </ul>	<p>Yes</p> <p>Partly</p> <p>No</p>	
<p><b>8.</b> Our staff are supported to work proactively with whānau to ensure inclusion of their perspectives in care and treatment, service delivery and planning and provision of choices.</p>	<p>Actions include:</p> <ul style="list-style-type: none"> <li>providing whānau with information and choices at every stage of treatment as appropriate</li> <li>providing whānau with information about the service's use of restrictive practices, their legal rights and where to seek support</li> <li>providing environments that are family- and child-friendly to accommodate family visits</li> <li>providing opportunities for whānau to give quality authentic feedback</li> <li>formally including whānau as contributors to operational decisions and planning</li> <li>ensuring whānau are included and participate in service reviews.</li> </ul>	<p>Yes</p> <p>Partly</p> <p>No</p>	



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