

Mental Health Act guideline resource development – lived experience and whānau survey



November 2021

Context to the survey

Te Pou is developing training resources (e-learning, brochures etc) for the mental health workforce to support the implementation of the revised guidelines to the Mental Health (Compulsory Assessment and Treatment) Act 1992 (the Act). As part of stakeholder consultations, we conducted a survey to gain lived experience and whānau perspectives to inform the development of the resources. A total of 118 people with lived experience and whānau responded to the online survey, a 50 per cent completion rate.

Demographics

Māori respondents were a quarter of the total survey respondents.



About half the survey respondents are people in the age category of 45 to 64 years.



People's experiences by ethnicity

Experience of the Act

People with lived experience

I have experienced compulsory assessment and/or treatment under the Act

Non-Māori

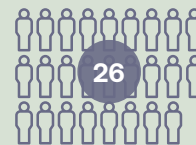


Māori



Whānau

I have supported whānau (friends and/or family) experiencing compulsory assessment and/or treatment under the Act



Both

I have experienced both



Information about rights when the Act was used

Experience of the Act

People with lived experience

I have experienced compulsory assessment and/or treatment under the Act

Given information about rights?

Non-Māori

Māori

Yes

No

Yes

No

5

4

1

0

Whānau

I have supported whānau (friends and/or family) experiencing compulsory assessment and/or treatment under the Act

13

13

6

4

Both

I have experienced both

5

3

1

4

Lived experience perspective

Only **one** out of nine people with lived experience said they were satisfied with the information they were given about the Act when the Act was used.

Another **five** said they were neither satisfied nor dissatisfied.

The other **three** said they were dissatisfied.



Six out of ten people with lived experience felt they were not given enough information to understand what was going on.



Only **two** out of ten people with lived experience agreed they were given information about their rights. **Four** were not given any information about their rights. **Four** could not remember.

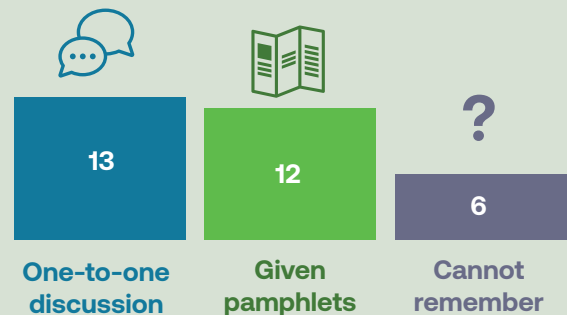


Five out of ten people with lived experience said someone discussed and explained the Act to them.



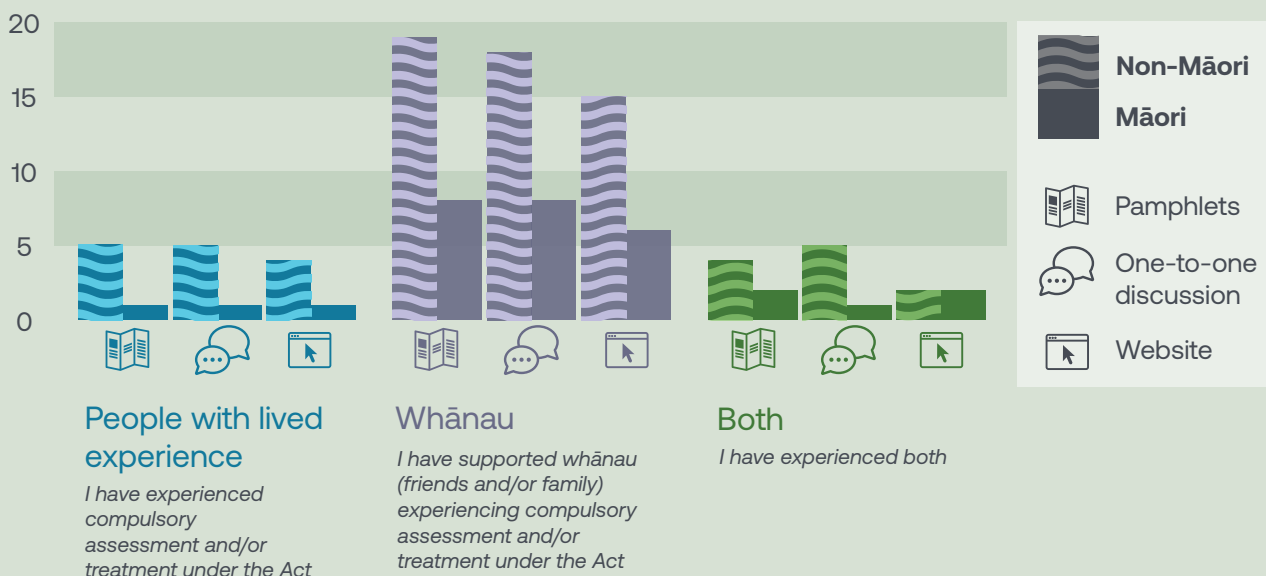
Whānau perspective

Whānau members mostly had one-to-one discussion when supporting their whānau. Another 12 were given pamphlets. Another four were shown a website and six could not remember.



What people want (preferred resources)

People (including whānau members and people with lived experience) mostly said they would like information about the Act provided to them in the form of pamphlets, one-to-one discussion and through websites.



Future information materials on the Act

In terms of qualitative findings, the following list details specific type of information people would like to see in future information materials on the Act.



For persons under the Act

- › Access to mental health advocates, peer support and support information with relevant choices and options.
- › Role and rights of persons under the Act including options if they do not agree with decisions being made.
- › Meaning and explanation of compulsory treatment order and assessment for the person.
- › What to expect through the assessment and treatment process, including different sections.
- › Community services that can support during this process and include whānau in all the steps includes answering questions.



Whānau rights

- › Role, rights and access when supporting someone being assessed and/or placed under compulsory treatment.
- › Conversation with the whānau in plain language.
- › Whānau kaupapa Māori agencies and other specific support options.
- › Responsibilities of the clinical team around the wellness of the whānau and follow up processes.
- › Access to whānau support services.
- › Whānau involvement in supporting their whānau member through the process.



Format of information

- › Easy to read and understand information.
- › Explained and written in lay terms.
- › Te reo Māori and other languages.
- › Animated voice talking and videos.