

**COMPLETE**

**Collector:** Web Link 1 (Web Link)  
**Started:** Thursday, November 03, 2022 12:18:46 PM  
**Last Modified:** Thursday, November 03, 2022 2:05:38 PM

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Page 2: About you

**Q1**

Name of submission (organisation or individual)

Te Whatu Ora Hauora a Toi Mental Health & Addiction Services Consumer Consultant Group

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**Q2**

Principal contact (Full name) (optional)

Sherida Davy

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Page 3: Concepts used to guide the inquiry (see Chapter 2)

**Q6**

Do you see any gaps in how we are thinking about wellbeing and persistent disadvantage? What are these gaps?

We thought it was a comprehensive and well thought out report

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Page 4: Measuring disadvantage (see Chapter 3)

**Q7**

Is there any aspect of disadvantage or persistent disadvantage that has not been captured by our definitions and proposed measurement?

People can be disadvantaged by legislation such as the Mental Health Act. This is around power and control, people are disadvantaged as they do not have the power and control over their own wellbeing.

People are also disadvantaged based on localities, such as lower socio-economic communities that have a high number of liquor stores, fast food shops and gambling venues.

The existence of monopolies is another way people are disadvantaged. For example, the fact that there are only one or two supermarkets (with price setting) people are forced to do their weekly grocery shop at.

People are disadvantaged by access; it is quicker and easier to get a pizza delivered to your door than it is to get an ambulance or have mental health &/or addiction crisis team visit in response to distress.

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Page 5: System barriers (see Chapter 5)

**Q8**

Do the barriers we have identified match your experience? What would you add or remove?

Yes, we agree that these system barriers match our experience.

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Page 6: System shifts (see Chapter 6)

**Q9**

What do you think needs to be done to support these shifts and activate change? Is there anything missing?

It's not that we think anything is missing, but from these recommendations it is difficult to understand how change is going to be achieved. There needs to be SMART actions that come from this report to achieve the recommendations.

We fully support the need to re-focus accountability, as currently contracts continue to get rolled over and services continue to operate under sub-optimal conditions, despite repeat audits and required actions from Ombudsman.

It shouldn't take 8+months for a simple complaint to be looked in to.

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**Q10**

**Respondent skipped this question**

Is there anything else, relevant to our inquiry, you would like to tell us as part of your submission?

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