

Curriculum Vitae

Jim Burdett

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Professional Qualifications

Diploma in Professional Ethics

MA in Philosophy for Children at Australia's Deakin University

Timeline of achievements and contribution

1997 – 2014

Founded consumer mental health service, Mind and Body Consultants Ltd

2003 – 2006

Trainer from a consumer perspective for MHSMART (Mental Health Standard Measures of Assessment and Recovery)

2004

Founded Mind and Body Peer Support Service

2006 – 2013

Member of International Initiative for Mental Health Leadership

2007

Establishment of Mind and Body Learning and Development Ltd (MBLD) and development of Certificate in Peer Support, (Mental Health), Level 4

2008

Approval and accreditation from NZQA for the Certificate in Peer Support, (Mental Health), Level 4

2008 – 2015

Recipient of Like Minds, Like Mine Auckland contract

2008

Mind and Body Learning and Development becomes a Private Training Establishment

2013 - 2016

Current member of Te Pou Outcomes Advisory Group

2013

Launch of the Tamaki Mental Health and Wellbeing Initiative

Referees
Removed for privacy

Background

The following is presented in the context of Jim's outstanding contribution and achievements over the period he has owned Mind and Body. The writer has therefore sort to provide evidence of the many initiatives and innovations that Jim has developed during this time and the contribution he made to improving outcomes for people with personal experience rather than focussing on a single achievement. Clarification around evidence of innovations is included in the footnotes.

Service Information

Consumer Advisor Service 1997 - 2012

The Consumer Advisor Service was established to lead and support the ADHB Mental Health Advisor Team in its role of promoting consumer focused mental health services in accordance with the ADHB Consumer Advisor contract.

The consumer advisors were involved at a strategic, planning and operational level and worked in an advisory capacity. They were involved in attending meetings at all levels of the organisations they serviced. The principal premise of the service was that consumers be central to all service delivery.

"The purpose of mental health services is to support people's capacity to enjoy the benefits of and fulfil the obligations that are central to the rights and responsibilities of citizenship. To achieve this, the central focus of mental health services must be to support users to regain or develop sufficient autonomy to live the life they choose; this is commonly called *recovery*." **Jim Burdett**¹

(Refer Appendix 1)

Mind and Body Peer Support Services 2004 - 2016

Delivering mental health services since 1998, Mind and Body Consultants Ltd is one of the largest and longest running consumer-run organisations in New Zealand. With an annual operating budget of 1.5 million, it is managed and staffed by a team of people with personal experience of mental illness and includes three Peer Support Services covering:

- the Waitemata District Health Board (DHB) area, with 4 Full Time Equivalent (FTE) staff and currently servicing 64 clients/peers (adults)
- the Auckland DHB area, with 9FTE staff and currently servicing 163 peers (both adults and older adults)
- the Christchurch DHB area, with 3 FTE staff and currently servicing 42 peers (both adults and older adults)

The Peer Support Services (PSS) are available free of charge to all adult and older adult users of the Auckland DHB, and all adult users of Waitemata DHB and Christchurch DHB. It is funded and staffed by 16 full-time equivalent (FTE) peer support workers and two FTE Service Managers. Each PSW brings their

¹ Evidence of innovation can be found in Jim's tenacity in terms of setting up a service which, at this time, was the first of its type in New Zealand. Jim chose to set up his own organisation so that the service could be independent of the DHB. In his view, this created a service that would better meet the needs of the consumer. Initially, this workforce had been made up of voluntary staff members who worked for the DHB and were elected in a non-democratic process which saw many people who would have otherwise been excellent for the role fall through the gaps. He sort to professionalise a role that had previously been somewhat tokenistic, moving it from a voluntary role to a professional paid role that demanded competence. See also Appendix 1.

personal qualifications and expertise to the Service and achieves the Certificate in Peer Support (Mental Health), (Level 4).

The guiding principle of all Mind and Body services is that each and every person is capable of living a flourishing life. One of our core values is the belief that everyone has the capacity to learn, grow and change.

The Peer Support Services (PSS) are grounded in the belief that people who have reflected critically on their own experience of mental illness are able to promote the recovery of their peers.

Peer Support Workers (PSWs) support people from a recovery perspective to live the life of their own choice by promoting their autonomy and self-determination. Peer Support Workers are trained to use a strengths based, recovery approach and encourage people to make their own decisions and set their own goals. The people using the service (peers) are encouraged to use the plethora of resources available to them in the community and not be bound by services specifically available for people with mental health and addiction issues.

(Refer Appendix 3)

The Tamaki Mental Health and Wellbeing Initiative

The Tāmaki Mental Health and Wellbeing initiative was launched in 2013 to help create a new experience of mental health and wellbeing support in Tāmaki.

This new support is being achieved through working together with the local community, social agencies and local providers. The focus of this approach has been to put the design of support in the hands of those that will use and provide it. Through this approach it is hoped that primary services will provide the best experience and outcomes possible for the people of Tāmaki.

Mind and Body is currently working with the 'Tamaki Project' team in a collaborative approach through:

- Being part of the strategic planning team,
- Contributing to initiatives and providing advice,
- Providing Peer Support within GP premises as a first point of contact, and

Having peer support workers attend a dedicated time slot in GP practices. During this time there is an open door policy for patients who want to meet with a peer support worker.

(Refer <http://www.tamakiwellbeing.org.nz/>)

(Refer Appendix 9)

Like Minds Like Mine 2008 - 2015

Since 2008, Mind and Body has held an Auckland regional contract to deliver Like Minds, Like Mine - a nationwide programme that works to reduce the stigma and discrimination associated with mental unwellness.

The 1997 Mason report identified stigma, or shame about mental unwellness, as one of the biggest barriers to recovery and community acceptance.

We improve people's attitudes through innovative and creative events and projects, interactive workshops, education and training, networking and information sharing, organisational mentorship and support, research and development, marketing PR and media.

We support hope by promoting the perspective that all people have the capacity for change, growth and recovery and that there is value to be gained from an experience of mental illness.

We have our own, separate website dedicated to these innovative mental health promotion activities – www.rethink.org.nz²

(Refer Appendices 3 & 4)

Mind and Body Learning and Development 2008 - 2016

Mind and Body Learning and Development Ltd (MBLD) is the training and education arm of the Mind and Body group and delivers training to Peer Support Workers and people in the mental health and social services sectors. In both our service delivery and our training, we draw upon a significant body of experience to help get our country's mental-health and addiction services where they need to be. MBLD is registered by the New Zealand Qualifications Authority (NZQA) as a private training establishment under the provisions of the Education Act (1989) and its subsequent amendments.³

MBLD is dedicated to improving the mental health sector's ability to more effectively meet the needs of people who use mental health and addiction services in New Zealand and beyond. It provides a range of training including:

- The Certificate in Peer Support (Mental Health), (Level 4)
- Workshops
 - Amplifying Strengths
 - Peer Support in Practice
 - Motivation to Change
 - Tailored workshops to meet organisational needs⁴

(Refer www.minandbodylearning.ac.nz)

(Refer Appendix 5 & 6)

² Jim Supported projects such as The Big Rethink which brought together actors and people with experience of mental illness to promote an understanding of peoples experiences with a focus on de-stigmatisation. Supporting projects like the Big Rethink was evidence of his innovation in the field of mental health.

³ Evidence of innovation here is that this course was the first of it's kind in New Zealand. No other peer support courses have been accredited by NZQA and no other courses were anywhere near as robust in terms of their content and duration. Please also see Appendix 5 & 6

Emerge Aotearoa 2015

Mind and Body is now owned by Emerge Aotearoa. Emerge Aotearoa is a national provider of mental health, disability and addiction services that operates in 17 DHB areas and employs 1000 people. They provide mana-enhancing services that promote health and wellbeing for individuals, family, whanau and communities. Emerge Aotearoa came into being on 1 July 2015 and comprises what was previously Richmond Services and Recovery Solutions, joined by Mind & Body as an independent service-user organisation.

Jim Burdett's contributions and achievements

Mind and Body Consultants and Mind and Body Learning and Development

In 1997 Jim Burdett founded the consumer mental health service, Mind and Body Consultants. He won a contract to deliver a Consumer Advisor Service: The mission of the Consumer Advisor Service was to utilise the examined experience of people who have used mental health services to participate in the policy, planning, provision and evaluation of services in an effort to ensure services respect and promote the autonomy of the people who use them. He employed 5 Consumer Advisors who advised to Mental Health Services in the ADHB area. Jim believed that advice given by Consumer Advisors must always be consistent with the goal of recovery.

With a Master degree in Philosophy, Jim set out on a path to better understand his experience of mental illness; “the collision of experience of mental illness and philosophical insight was the genesis of a new way of understanding the experience and how one might recover, to move forward to a life of one’s own choosing, a life worth living. Experience and ideas coalesced to form a model of support for people with experience of mental illness by people with experience of mental illness – peer support.

The model was consciously grounded in a number of practical and ethical constructs. The practical, for example, was that “mental illness” was fundamentally a human experience rather than a pathological medical condition. Thus a person with ongoing experience of mental illness could begin the process of integrating that experience as a valued part of who one is, making meaning and freeing oneself to move forward.

The philosophical construct focused on the idea of having sufficient autonomy (freedom of will) to a) make reasonable choices – i.e. for good reasons – and b) the power to act on them. So the essence of the support model was to respect and promote autonomy.

This imperative is the ethical cornerstone of the model. It puts the client’s potential to build a life worth living on their own terms. The imperative implicitly demands an interdependent relationship between supporter and the supported. It helps to avoid dependence and co-dependence, it insists that one cares about rather than cares for the client.⁵

⁵ Evidence of Jim’s innovation here is that he sort to understand and make sense of the experience of Mental Illness through a completely different paradigm than had been done through the lens of the medical model. He published a paper in The International Journal of Leadership in Public Services Vol. 6, No. 4, 2010 called Autonomy: the foundation for social inclusion which gives more information about his philosophy. Rather than seeing consumers as helpless victim of their experiences and passive recipients of ‘treatment’ he believed it was possible to reflect on one’s experience, make meaning from it and choose empowered actions as a result of this reflection. He believed that it was important that Peer Support Workers have a solid understanding of this concept in order to promote the autonomy of the people they worked with. It is the writer’s belief that this is the key factor in the success of Mind and Body and the reason that the model stands the test of time. Please also see Appendix 11.

In 2004 Mind and Body seized the opportunity to turn the theory into practice, winning a 3 FTE contract for peer support. Initial training was an intensive week – and proved insufficient. The next intake of trainees received three weeks training, better but still not covering all that it needed to cover. Each iteration of the training added a little more until it was a full six weeks.

Making the training a formal qualification was mooted in 2006. The result was the establishment of Mind and Body Learning and Development Ltd (MBLD) in 2007– New Zealand’s first all-consumer New Zealand Qualifications Authority (NZQA) registered Private Training Establishment. MBLD delivered the first (and only) NZQA approved Certificate in Peer Support (Mental Health), a 840 hour course spread over at least six months.” **Jim Burdett**

(Refer Appendices 5,6 & &)

The evolution and refinement of the training was profoundly influenced by the collaboration between Mind and Body Consultants as a service provider and MBLD as the training provider with both being under the same management umbrella. This situation presented a unique opportunity for a continuous feedback loop with critical review of service provision suggesting improvements in the training programme and vice versa.

MH SMART (Mental Health Standard Measures of Assessment and Recovery)

From 2003 – 2006 Jim took on a major training and promotion role for MHSMART . Along with a team of two others, and from a consumer perspective he presented information to all of the 21 DHB’s about the impending implementation and use of the HoNOS outcome measures. In addition, the team presented to NGO’s, Consumers and Family Groups.

IIMHL International Initiative for Mental Health Leadership

From 2004 – 2013 Jim was an active member of the IIMHL, an international learning network sponsored by participating countries – Australia, Canada, Ireland, New Zealand, Sweden, England, Scotland and the United States. Jim has attended six IIMHL annual conferences.

IIMHL aims to:

- Provide a single international point of reference for key mental health leaders.
- Strengthen workforce development and mentoring of mental health leaders.
- Identify and disseminate best management and operational practices.
- Foster innovation and creativity.
- Expand the knowledge of: Promote international collaboration and research.
- Building community capacity.
- Implementing best practices for consumer recovery.
- Expanding methodologies for integration with other health and social systems.
- Provide assistance to international organizations and sponsoring countries to assist low and middle income countries to increase their ability to operate community based recovery systems.

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Like Minds, Like Mine

Jim has been involved in the Like Minds, Like Mine project since 2008 when Mind and Body won the first of its Like Minds Contracts. Mind and Body continues to hold Like Minds contracts now. Under Jim’s leadership, strategic planning and administration, Mind and Body have been innovators in New Zealand’s national mental health promotion campaign. Under his mentorship Mind and Body’s Like Minds team has

⁶ Being part of an international Mental Health Leadership group provides innovation in and of itself. Jim also presented at IIMHL conferences. Discussing the Mind and Body Peer Support Model.

undertaken successful and critically acclaimed projects such as the “Out of their Minds” website, “The Big reTHiNK” International Mental Health Arts Festival and the reTHiNK creative grants. Through Jim’s vision, encouragement and flexibility to try new ideas Mind and Body continues to be seen locally, nationally and internationally as leaders in memorable mental health promotion work.

(Refer Appendices 4 & 5)

EEO (Equal Employment Opportunities) Walk the Talk Award



Jim receiving the EEO Walk the Talk award in 2010 with Taimi Allan and Tariana Turia

In 2009, Jim won the EEO Walk the Talk Award acknowledging his contribution to the consumer workforce and providing a safe, flexible and nurturing environment where all staff feel supported, respected and autonomous.

“Given the sometimes stressful, and often unpredictable nature of our work, Mind and Body’s Work life balance measures are integral to our operation and philosophy. Indeed, we firmly believe that without such extreme flexibility it would be impossible for us to exist.

Mind and Body is committed to providing the flexibility and support needed for each individual employee to work to the best of his or her ability, and understands that by doing this we not only have a more satisfied workforce, but a more productive one.” Jim Burdett

Whilst policies such as working from home, additional sick leave, part time hours and flexible working hours may be no more detailed than any other progressive workplace, unlike other workplaces, our structure of support and flexibility is individually tailored to suit each employee.⁷

(Refer Appendix 9)

⁷ Jims support for his employees provides further evidence of innovation in that he provided the type of flexibility that created a rich and nurturing workplace where people mattered and the experience of Mental Illness was seen as an asset not a liability.

Conclusion

Everyone currently working for Mind and Body is here because one man through his undying passion, seized an opportunity, developed a vision, committed his personal resources, invited like-minded people to join him, and dedicated himself to actions that assist in creating a world in which people can live flourishing lives.

Over the last 18 years, Jim Burdett has worked as a tireless advocate for the rights of people with personal experience of mental distress. He has contributed, not only his own income but his heart and soul into what he saw as the right thing to do. He saw how the experience of coming up against a sometimes life threatening illness and developing learning and insight from that experience could be validated by sharing this experience with others and making a difference for others experiencing challenges. Jim saw how this work not only contributed to improvement of systems but also to his own and others' mental health and wellbeing.

With a Master degree in Philosophy, he thought deeply about his experience and society's response to what he termed "madness". He saw the injustices and inherent discrimination that drove mental health systems and fought hard to counter this with his undying belief that mental distress was a human condition and part of the human experience.

This belief helped him to develop ideas around a peer support service. Not to be deterred by a system that held peer support to be questionable and risky, Jim set out to provide a robust and rigorous service grounded in an unshakeable philosophy. Indeed, he achieved this. He tackled the daunting bureaucracy that is associated with setting up a Private Training Establishment with NZQA and having a course approved and accredited, to validate the special position of Peer Support Work in New Zealand. Alongside these ventures he contributed internationally to IIMHL and nationally to MH-SMART.

Whilst Jim was a visionary he also had a talent for employing the right staff to get the job done and this has been a huge factor in the success of Mind and Body.⁸

With openness and compassion Jim always had time to listen and give guidance to staff and he openly showed he cared about them. Along with his numerous innovations and achievements he made Mind and Body a supportive and nurturing place to work within which they could flourish.

⁸ Laura Ashton has worked for Mind and Body for the past 11 years and developed The Service Provision Framework alongside Jim. She continues to work as Business Services Manager.

Nicky Grant has worked for Mind and Body for the past 10 years and supported the development and currently facilitates the training. She continues to work as Training Manager.

Gordon Attwood has worked for Mind and Body for the past 6 years and has lead the company and continues to do so since Jim's retirement at the end of 2015.

Hayley Sher & Carla Manson are Service Managers for the Peer Support services. Hayley has been there 10 years and Carla 5 years.

Taimi Allan has been at Mind and Body for 8 years and heads the Like Minds Projects

The length of time staff stay at Mind and Body and the calibre and capability of staff are further evidence of Jims innovation contribution and achievement.



Jim with staff from Mind and Body at a dress up party in 2014 where he came as Ernest Hemingway. The theme was the "A Blast from the past"



Jim and his partner, Jane Briscoe, at his farewell in September 2015

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Appendix 1

Excerpt from draft Audit Report
Mind and Body Consumer Advisor Service
Health and Disability Auditing New Zealand Limited
13th March 2010

Consumer advisors work primarily with the managers at ADHB and therefore input is provided at a senior level. Five staff from all levels in the ADHB were interviewed and confirmed that in their opinion, the role of the consumer advisors is valued and extremely important. They confirmed that the consumer advisors are involved at a strategic, planning and operational level (in a planning and advisory role) and their comments included the following: provide good advice, available to attend meetings at all levels of the organisation, reliable, contribute in a worthwhile and balanced way, led well, positive and constructive, able to offer innovative ways of supporting clients, able to give expert opinions, strong value base, have consumers central to all service delivery, transparent etc.

The service should be commended for the consistency, quality improvement focus and general excellence in results gained.

Appendix 2

Excerpts from Thematic Review of the Peer Support Service Report: My Life, My Journey by Jan Bierman Prepared for, Linzi Jones, Funding and Planning Manager: Mental Health Auckland District Health Board, 28 February 2007

Feedback from Service Users

“(Peer Support Worker) saved my life, with mentoring, empathy and subtle coaching.”

Service User

“I never thought I would work again, it has only been through (Peer Support Worker’s) intervention, support and encouragement, a small goal moving onto larger ones that I have been able to work again”.

Service User

“I am in my own home, with my own things around me, with my own goals”.

Service User

“Of my times in mental health this is the closest I have got to actual recovery. In a service not there just to hold your hand, but to lead you to recovery.”

SUMMARY AND CONCLUSION (from report)

A recovery approach in service delivery, and the empowerment of consumers has been at the forefront of strategic mental health policy over the last decade. Consumers have identified peer support, as part of the service continuum, and this has provided the opportunity for consumer-led organisations to develop peer support services. Mind and Body Consultants Ltd have taken up this challenge.

Since 2004, when Mind and Body won a contract to provide peer support services for adult users of ADHB mental health services, the service has grown exponentially, with a reputation as a service of integrity and quality.

The philosophical foundation for the Mind and Body Peer Support Service (PSS) is based on the recovery paradigm. Within this paradigm recovery is viewed as a life worth living (on one's own terms, and in locations of choice), achieved through the development of sufficient autonomy to make reasonable choices and act upon them, underpinning this is a fundamental belief that a person can only recover from mental illness by taking responsibility for his or her own life, and this can happen outside of formal clinical boundaries.

The Service operates within a structured framework, which ensures ongoing evaluation and accountabilities, and support of its peer support workers. Current service users were high in their praise for the Service in motivating and encouraging achievement of goals, leading to positive personal outcomes.

Appendix 3

Excerpts from feedback and summary on the 2010 Rethink Theatre Challenge

Feedback:

The plays were a wake up call in terms of being aware of how NOT to treat those who suffer from mental illness and also gave valuable insight into how society wrongly reacts so often. Yes, definitely there were things we learnt from these short plays. I think the message gets through very powerfully in this dramatic form.

Having been away from Mental Health work for a few months, I felt overwhelmed by the feelings that came up for me - remembering what visits to WINZ are like, the looks from members of the public, the lack of hope that anything might change for many people I supported in my 2 years with Mind and Body. Also incredible excitement that change is happening, that we can laugh at our shared experiences, that it is not something to be ashamed of or to hide away, rather something to be embraced and shared with others as a part of being who we are

I have been on psychiatric medication since I was 21 -- I am now 48 and it was truly heartening to see how open and upbeat and positive the whole event turned out to be and how accepting and appreciative the audience was - really a special event and a totally worthwhile and important project for both Like Minds, Like Mine and the Titirangi Theatre.

Appendix 4

We have facilitated over 500 of these workshops/lectures since 2009. What participants are saying about this workshop:

"An eye-opening and effective workshop which is appropriate, if not crucial for any member of society. This opens further, anyone on a path to knowing themselves." (Actor)

"Well presented facts, details, gems of important data. Mental illness well explained, helped set aside many points of rubbish we all have to deal with each day." (Builder)

"Want to find out more about authenticity when portraying mental health in your scripts or performances? This is a deal changer." (Film Maker/ Script Writer)

"A group of us, from Hubbard Foods Wellness Group, attended the ReThink Madness workshop and came away positively buzzing. The workshop gave us excellent insights into how 'Madness' is viewed in the society, the myths that are commonplace

and how to bust them and, probably most poignantly, the best ways to respond to people who have some level of mental illness. A few personal insights taken away too, I might add!

We all agreed that our level of consciousness was raised and it will now be another tool to add to our Wellness Initiatives at Hubbards. Thank you Mind and Body. A great workshop overall, thoroughly recommend it to others." **(HR Manager)**

"Excellent environment. Very good resources available." **(Police)**

"This was a great workshop. The facilitator created a safe learning environment for people to discuss their thoughts and ask questions. It was very interactive and some students claimed that it was the best workshop that they had ever attended."

(Lecturer, University of Auckland)



Photo from Cacophony of Sound exhibition: The head phones each hold a recorded narrative of a person's experience of hearing voices for people attending the exhibition to listen to. Artists painted pictures that reflected the narrative from one of the person's stories and a quote from each of the stories was included with each of the art works. More information available on the rethink website.

Appendix 5

Certificate in Peer Support (Mental Health) (Level 4)

The Certificate in Peer Support (Mental Health) Level 4 is an NZQA approved course developed specifically for Peer Support Workers to meet the needs of their role. It is an 84 credit course of 840 hours duration, broken down into 100 classroom hours, 220 independent learning hours, and 520 hours of on-the-job assessment or practicum.

Course Modules

Modules	Total Hours	Level	Credits
1 Philosophy and Ethics	80	4	8
2 Cultural Context	30	4	3
3 Legislative Context	60	4	7
4 Communication	60	4	3
5 The Peer Support Tools	50	4	5
6 Safety and Supervision	20	4	2
Practicum	560	4	56
Total	840	4	84

Appendix 6

Excerpts from External Evaluation Review 2014

<http://www.nzqa.govt.nz/providers/details.do?providerId=787939001&site=1>

In 2014 Mind and Body Learning and Development (MBLD) underwent an External Evaluation Review conducted by NZQA. The review sort information from a variety of sources:

The EER report stated that Mind and Body shows that it has a high standard of learner achievement by:

- Maintaining an effective completion rate in spite of the difficulties experienced by its student population
- Increasing and enhancing peer support workers' skills in the field of mental health and alcohol and other drugs support in New Zealand
- Contributing to the recognition of peer support workers as a distinct professional group through the provision of quality graduates in a nonregulated and recently recognised workforce
- Seeing a measure of success for all students who attend, whether they complete the qualification or not
- Developing the students' confidence and self-assurance as individuals as a result of attending the programme
- Allowing graduates to gain an important qualification at level 4 which prepares them to work in the field of mental health and addictions
- Directly assisting in the professionalization of the mental health and addictions support sector and raising the standard of skill

Appendix 7

Feedback from Students – Excerpt from report April 2015

1. How has completing the Certificate in Peer Support impacted your life?

a) Personally (For example: Did you notice any changes to your confidence, self-worth, feelings of competence, wellness, physical health and relationships?)

- 1) Enormous effect. Confidence went up to the state where I can now comfortably stand up and give a class to complete strangers, I was very nervous about this before. My self-worth/confidence and wellness are always improving as I stay longer in recovery, but it has helped me doing this certificate as well, I'm more able to state my own treatment preferences and more willing to listen to my treatment providers. Also they have realised that in doing this course I am helping myself and their regard for me has increased.
- 2) Made me realise not to be ashamed of my illness. That many people are affected a lot worse than me. Also realised not to be too hard on myself, that my illness wasn't my fault and to make the best of all situations.
- 3) For me, it has given me self-worth and knowing that I can start something and finish it, and that I am proud of myself, proud that I have achieved something that I thought I could never do, or have the courage to do. It's also made me feel strong.
- 4) This course has helped to significantly increase my confidence in my abilities and as a result I feel more competent in my job. I reflect often on what I've done well and what I would I have liked to have done and this has been really helpful in learning about myself and increasing my feelings of competency. This confidence has come about through the increased knowledge and skills I gained from the course and applying it to my work. Hmm, I don't get as stressed as I used to either which has meant an improvement in my physical health as I have more energy.

Appendix 8

Excerpt from Walk the Talk Award application 2009

HOW DO THEY MODEL LEADERSHIP?

While many managers may be uncomfortable leading a team comprised solely of “mad people”, Jim is passionate about respecting and promoting the autonomy of people on a journey of recovery by supporting them to live in the world with the same rights and responsibilities as everybody else.

“(I respect) Jim: for his absolute one hundred per cent commitment to living life ethically. This permeates all levels and facets of the organisation. He inspires others to behave similarly.”

Well known in the Mental Health industry, both within New Zealand and internationally for consistently setting and achieving goals and performing to contracts, he has always been prepared to challenge standard practice and popular opinion if he can envisage “a better way”. Considered by some to be a maverick, his ideas are not always well received but he is willing to sacrifice popularity for chance to improve or even revolutionise the way Mental Health services are delivered.

One staff member comments;

“Moving into mental health was a dream come true and my long experience in the disability area/networking has been very helpful in understanding the ins and outs of the mental health services. Jim has always respected my experience and knowledge and has listened to my point of view on issues that he hasn’t had experience in. He has also encouraged me to use it to further involve myself in my work.”

The staff at Mind and Body recognise Jim as a visionary who not only sets clear guidelines for his staff to follow, but abides by those guidelines himself.

“Jim supports me tirelessly with my recovery. He is always supportive. A great supervisor (and) approachable about anything. All members of Mind and Body feel supported and encouraged by Jim to live full lives in the face of mental illness. I cannot praise Jim enough as a role model for allowing me to be me in this role with clear guidelines”

Appendix 9 - Email from Sue Copas regarding Tamaki Project from Sue Copas

From: Sue Copas (ADHB) [<mailto:SCopas@adhb.govt.nz>]
Sent: Tuesday, 19 April 2016 9:33 a.m.
To: Nicky Grant <Nicky@mindandbody.co.nz>
Subject: RE: Evidence from the peer support in primary setting

Hi Nicky,

I have begun interviewing people who are receiving support from M&B peer support workers in our NGO support hours in primary care prototype work in Tamaki. So far I have interviewed 2 people who are working with M&B Peers – their comments have been overwhelmingly positive and the work they are doing with their peer support workers is adding a great deal to their progress ... here are some of their words which I hope you will be able to add to your application.

This from ‘Ana’ (not her real name) who is a 24 year old Tongan woman.

A: I found with [PSW name] she ... told me her experience of having a mental illness. So it kind of made me feel a bit better knowing that I’m talking to someone that experienced the same thing that I was going through....

S: Yep. And in terms of the work that you have been doing with [PSW name] have you been doing any formal goal setting or are there things that you are working on in particular?

A: Yes with goal setting we are working towards either finding me employment or study, and that’s one of the goals and another goal is to sit my restricted licence.

A: I would say I’ve just really appreciated having [PSW name] as a peer support worker, I guess with what I’ve been going through just having her to talk to about things and just having her support and meeting with her has been very helpful as well.

Kindest regards
Sue

Sue Copas
PhD

Community Participation Manager | Strategy, Participation, Improvement

Auckland District Health Board

☎ 09 307 4949 ext 27920 | 📞 021 821 723 | ✉ scopas@adhb.govt.nz

Greenlane Clinical Centre | Level 2 | Building 16

Welcome Haere Mai | Respect Manaaki | Together Tuhono | Aim High Angamua

Appendix 10

Abstract from Autonomy: the foundation for social inclusion By Jim Burdett The International Journal of Leadership in Public Services Vol. 6, No. 4, 2010

Abstract—A philosophical argument is made that the exercise of free will is the essence of recovery from mental illness. This involves reflecting on, learning from and valuing experience, including that of mental illness, in order to make meaning of one's life. The need for mental health services to be built on a foundation entirely consistent with the recovery paradigm is explained and this creates a context for the current debate on social inclusion. The theoretical and practical implications for services are listed.