



# Ngā Poutama survey for family and whānau

## IMPORTANT

Please only complete this survey if your family or whānau member transitioned from a mental health or addiction service, provided by a district health board (DHB), sometime between **1 September** and **15 October 2019**.

'Transitioned' means you moved from one service to another, or finished using a service.

**For the rest of this survey, the term 'whānau member' is used to describe your family or whānau member.**

**What type of service was your whānau member transitioned from?**

- Inpatient services (in a hospital bed unit)       Community services provided by a DHB

**What was the name of the district health board (DHB) your whānau member transitioned from?**

- |                                           |                                             |                                           |                                     |
|-------------------------------------------|---------------------------------------------|-------------------------------------------|-------------------------------------|
| <input type="checkbox"/> Auckland         | <input type="checkbox"/> Hawke's Bay        | <input type="checkbox"/> Northland        | <input type="checkbox"/> Waikato    |
| <input type="checkbox"/> Bay of Plenty    | <input type="checkbox"/> Hutt Valley        | <input type="checkbox"/> South Canterbury | <input type="checkbox"/> Wairarapa  |
| <input type="checkbox"/> Canterbury       | <input type="checkbox"/> Lakes              | <input type="checkbox"/> Southern         | <input type="checkbox"/> Waitematā  |
| <input type="checkbox"/> Capital & Coast  | <input type="checkbox"/> MidCentral         | <input type="checkbox"/> Tairāwhiti       | <input type="checkbox"/> West Coast |
| <input type="checkbox"/> Counties Manukau | <input type="checkbox"/> Nelson Marlborough | <input type="checkbox"/> Taranaki         | <input type="checkbox"/> Whanganui  |

If you are unsure, please write the region name (for example, South Auckland, Porirua, North Shore, Gisborne)

## Your experience of a whānau member using mental health or addiction services

If your whānau member has had multiple periods of using services, think about the period they were recently transitioned from between 1 September and 15 October. Do not include any services they are using currently.

Please circle one number below or tick 'Don't know' or 'Not applicable'.

My whānau member's care and support met their individual needs

Strongly disagree	Neither agree nor disagree		Strongly agree	Don't know	Not applicable			
1	2	3	4	5	6	7		

I was encouraged to have some involvement in my whānau member's care and support plan

1	2	3	4	5	6	7		
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My whānau member received information about their rights in a way they could understand

1	2	3	4	5	6	7		
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Staff encouraged my whānau member to think about their physical health as part of their care and support  
*(By 'physical health', we mean things like smoking, physical fitness, disability or long-term physical health conditions)*

1	2	3	4	5	6	7		
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Staff communicated well with one another about my whānau member's care and support

1	2	3	4	5	6	7		
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I felt I could raise concerns or make complaints freely

1	2	3	4	5	6	7		
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Please circle one number below or tick 'Don't know' or 'Not applicable'.

Strongly disagree		Neither agree nor disagree			Strongly agree		Don't know	Not applicable
1	2	3	4	5	6	7		

1	2	3	4	5	6	7		
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1	2	3	4	5	6	7		
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1	2	3	4	5	6	7		
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1	2	3	4	5	6	7		
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1	2	3	4	5	6	7		
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1	2	3	4	5	6	7		
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1	2	3	4	5	6	7		
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1	2	3	4	5	6	7		
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The service tried to include whānau, as much as we wanted to be, throughout the journey

I was told about the support that is available to me as a whānau member

I was given information about how I could support my whānau member after discharge

My cultural needs were respected  
(By 'cultural needs', we mean things like your ethnicity, sexuality, religion or beliefs, etc)

My whānau member was able to access traditional Māori healing practices  
(If you feel this does not apply to your whānau member, select 'Not applicable')

Staff used te reo Māori during sessions with me  
(If you feel this does not apply to you, select 'Not applicable')

I had access to kaumātua, kuia or other cultural advisors  
(If you feel this does not apply to you, select 'Not applicable')

I received enough information from staff on how my whānau member's care and support would continue to be provided after they left the service  
(We mean such things as who, where and what care will continue to be provided)

My whānau member's care and support was well coordinated between the district health board (DHB) and other health services  
(By 'other health services' we mean their GP, or mental health and addiction services not provided by the DHB. If your whānau member did not transition to these other health services, select 'Not applicable')

## How often did these things happen?

Please circle one number below or tick 'Don't know' or 'Not applicable'.

Never		Sometimes			Always		Don't know	Not applicable
1	2	3	4	5	6	7		

1	2	3	4	5	6	7		
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1	2	3	4	5	6	7		
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1	2	3	4	5	6	7		
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I was treated with respect

Staff explained things in a way that was easy for me to understand

I felt listened to

Staff supported me to be hopeful about my whānau member's recovery  
(By 'recovery', we mean being able to live a good life, as defined by your whānau member, with or without symptoms)

**Did your whānau member's care or support cause them harm?**

Yes

No

**If yes, then what type of harm?** [Tick all that apply]

- Physical harm from others (eg, assault)
  - Physical harm during restraint
  - Medication-related (eg, given wrong medication, wrong dose)
  - Emotional or psychological harm from others
  - Self-harm or suicide
  - Handover, referral, discharge errors (eg, miscommunication of information)
  - A fall that caused a broken bone or head injury
  - Another type of harm - please tell us what type
- 

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## **Please tell us more about your experience**

NOTE It is important to not mention any names or specific details if you wish to remain anonymous.

**Please tell us one thing that was good about your recent experience of a whānau member using mental health or addiction services**

**Please tell us one thing that could be improved**

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## **Please tell us about the services your whānau member used**

We have just a few questions about your whānau member's use of services, which will help us understand more about who answered this survey.

**What area of mental health or addiction did your whānau member receive services from?**

If more than one, please choose the **ONE** where the most services were received.

- Mental health
  - Forensic
  - Older persons
  - Addiction
  - Child and youth
  - Intellectual disability services
  - Other service - please tell us what this is
- 

**Was the service a kaupapa Māori service?**

By 'kaupapa Māori service', we mean a specialist service that has a Māori approach to how care is provided, and emphasises Māori culture and values.

- Yes - kaupapa Māori
- No - not kaupapa Māori
- Don't know

**How long was the period of using the service, from admission to when your whānau member was transitioned out of the service?**

- Over a year                       Between 3 months to 1 year  
 Between 1 month to less than 3 months                       Between 1 week to less than 1 month  
 Less than a week

**At any time during the recent period of service use, was the Mental Health Act used?**

- Yes - my whānau member was sectioned                       No - always voluntary                       Don't know
- 

## About you

We now have some final questions about you. Some of these questions may seem personal, however, they are important to understand the different experiences of different groups of people.

**Which of the following best describes your ethnicity?**

Please select as many as apply.

- New Zealand European                       Other European                       Māori                       Samoan  
 Cook Islander                       Tongan                       Niuean                       Other Pacific peoples  
 Indian                       Chinese                       Southeast Asian                       Other Asian  
 Middle Eastern/Latin American/African                       Prefer not to say  
 Other - please tell us which
- 

**What is your gender?**

- Male                       Female                       Non-binary                       Prefer not to say  
 A gender not listed here, describe further if comfortable
- 

**Are you trans?**

- Yes                       No                       Don't know                       Prefer not to say

Here, 'trans' is an umbrella term for the experience or status of people whose gender differs from their sex as assigned at birth. People who fit this definition might describe themselves using other words, such as taahine, whakawahine, fa'afafine, fakaleiti, non-binary, transsexual, man, woman, genderfluid - or many others. We recognise that some people who fit this definition may not consider themselves to be 'under the trans umbrella' or 'transgender'.

**Which of the following options best describes how you think of yourself?**

- Heterosexual or straight                       Gay                       Lesbian                       Bisexual  
 Takatāpui                       Don't know                       Prefer not to say  
 An option not listed here, describe further if comfortable
- 

**What is your relationship to the whānau member who received services?**

- They are my partner/wife/husband                       They are my child                       They are my parent  
 They are another family relation                       They are my friend                       They are another non-family relation

**Thank you for your time in filling out this survey.  
Please put into supplied envelope and post FREE back to us.**