



The background of the slide is a reproduction of the painting 'The Scream' by Edvard Munch. It depicts a figure in the foreground with a pale, featureless face and an open mouth in a scream, set against a turbulent, swirling sea and a sky with vibrant, wavy bands of orange, red, and yellow. The overall mood is one of intense emotional distress and mental anguish.

SERVICE USERS LEADERSHIP FOR CHANGE

EXPLAINING LEADERSHIP



PATERNALISM

Service users not invited to the table

PARTICIPATION

Service users invited to others' table

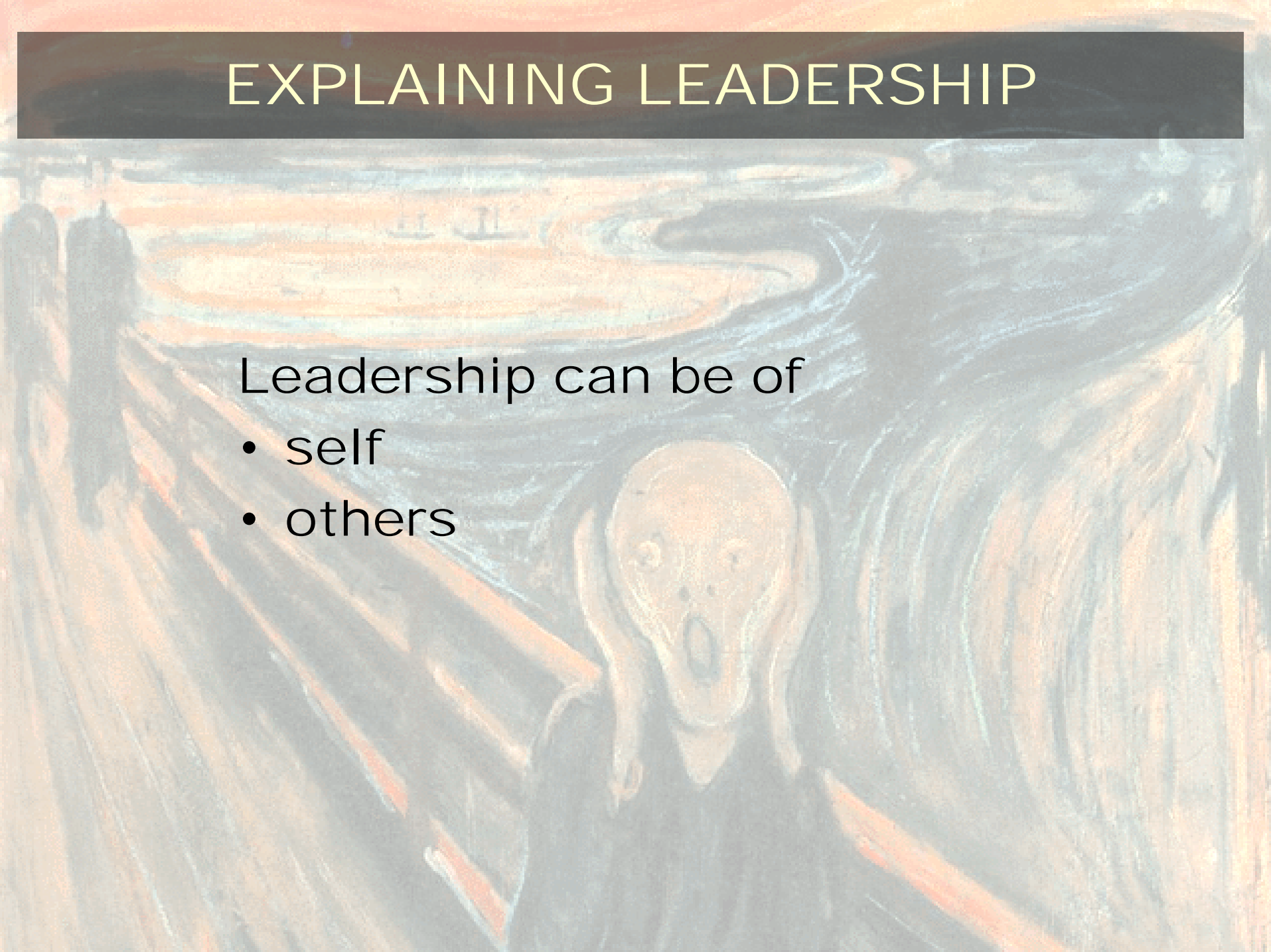
LEADERSHIP

Service users 'own' the table

EXPLAINING LEADERSHIP

Leadership can be of

- self
- others



REQUIREMENTS OF LEADERSHIP



PHILOSOPHICAL SHIFT

from maintenance to recovery services

POLITICAL SHIFT

from professional to service user power

PSYCHOLOGICAL SHIFT

from disempowered to empowered



SERVICE USER LEADERSHIP IN NZ

COMMISSIONER, Mental Health Commission

'We're a conduit for service user views and literature, especially through our promotion of recovery'.

'We've tried to elevate the status of service users to be at least as important as other stakeholders'.

'The reason I do my work is to establish a power base for service users - in other words their leadership'.

SERVICE USER LEADERSHIP IN NZ

CHAIR – Like Minds National Advisory Group

'We're moving from consumer participation to leadership in the project – from having an advisory group to forming a consumer-led national steering group'.

'Our leadership is about social change and human rights'.

'We constantly challenge – the community, mental health services, and the important people in our lives – to ensure we can live well on our terms'.

SERVICE USER LEADERSHIP IN NZ

CHAIR, Wellink Trust

'I'm clear through my leadership that we focus on the potential impact of our decisions on people with mental illness'.

'I've had a great mentor in governance who doesn't try to dull down my consumer focus'.

'I'm not an out there leader in terms of standing up and leading the march'.

SERVICE USER LEADERSHIP IN NZ

FUNDER, Capital & Coast DHB

'I come from the consumer movement but I now have access to a lot more information than before'.

'There's a lot of power in controlling the money and keeping an overview of providers'.

'I try to lead by role-modelling - by showing there's no limitation on what we can do'.

SERVICE USER LEADERSHIP IN NZ

MANAGER, The Lighthouse

'We support people who have lost hope. Leading by personal example - the lived experience of recovery - is a critical success factor'.

'My leadership is opening doors. Eight years ago I worked voluntarily with \$30,000. Now I'm working with 30 staff and \$1 million'.

'It's inspiring to see people reclaim their lives. Proving people wrong. Achieving the impossible'.

SERVICE USER LEADERSHIP IN NZ

CONSUMER ADVISOR, Otago DHB

'I challenge stereotypes as I'm seen as able and influential. I'm a role model and mentor for emerging consumer leaders'.

'It's hard to create a caring paradigm shift but I chip away. Looking back I'm blown away by what we've achieved with consumer participation'.

'I want to leave a legacy where service users are at the centre of service delivery and are navigators of their own destinies'.

SERVICE USER LEADERSHIP IN NZ

EDUCATOR, Independent contractor

'I stimulate people in a fun environment to give them a memorable experience. That way there's more chance they will go away with new ways of thinking that helps them question their attitudes and practice.'

'I tell them - this is me, I have mental illness and I'm OK. That's one way I change people's attitudes to service users. It's very powerful.'

SERVICE USER LEADERSHIP IN NZ

RESEARCHER, Case Consulting

'We've completed some high quality research projects that contribute to knowledge at a level which is equal to or higher than anyone else'.

'People can use our work to inform, lobby, advocate and contribute to change'.

'It's inspiring to see the results of consumer work making a real difference to the lives of people with mental illness. We're seeing it more and more'.

SERVICE USER LEADERSHIP IN NZ

NETWORKER, Regional Consumer Network

'I lead mainly by passing on information. I don't hold onto things. I believe anyone can contribute, they just need the opportunity'.

'The network pulls us together as a movement to discuss our views and get a clearer idea of what we want'.

'What keeps me going is the belief that people who use services can run them, and we need our own collective knowledge to do it'.

SERVICE USER LEADERSHIP IN NZ

ADVOCATE, Consumers' Union

'Many of the service users say I give them hope and ideas about how to cope with a difficult situation'.

'I draw common issues to the attention of staff. I get a mixed response but it has generated a new complaints system and service users participating in the development of their plans.'

'After a while staff began to trust me and refer service users to me'.



QUOTE

HELEN KELLER

'Until the great mass of people shall be filled with the sense of responsibility for each other's welfare, social justice can never be attained'