

## Frontiers of Hope, CHCH 10-06-24

[REDACTED]

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Opened with whakawhanaungatanga.

[REDACTED] provided an overview of Frontiers of Hope, including that they are often a place of last resort for people who have been unable to receive the help they need through GP or specialist services.

### *Systemic MHA issues*

- People not looking outside the box – narrow focus.
- When practitioners get stuck they often prescribe or try the same thing – should have to change approach.
- Trauma Conference was evidence that knowledge of trauma and trauma responses is not well taught in NZ, also development of the teenage brain.
- Level of competence has declined since Covid with the event of online training.
- Lots of practitioners have left for Australia, long waitlists.
- HDC suggested [REDACTED] contact the Mental Health and Wellbeing Commission to advocate for systemic change – [kiaora@mhwc.govt.nz](mailto:kiaora@mhwc.govt.nz). The Director Mental Health and Addiction System Leadership is Sonya Russell.

### *Barriers to complaints*

- Regulatory bodies often focus on education when should look at more accountability, removing from practice, naming
- Power imbalance, very difficult to challenge and make complaints. Most people who come to us have had bad experiences in the MHA system and don't want to complain.
- Belief that need to go to the provider before making a complaint with HDC.
- Support being able to have a systemic complaints function that doesn't rely on individual complaints.

Meeting closed.