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**Changing the Paradigm:  
reflections on experiences  
in workshops to reduce  
stigma and discrimination  
in mental health services.**

A thesis submitted  
in partial fulfilment of the  
requirements for the degree  
of Master of Philosophy  
at Massey University,  
Auckland, New Zealand.

Ruth Gerzon, December 2001  
Massey University ID 07953615



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## **ABSTRACT**

One of the key objectives of the national Like Minds, Like Mine project against stigma and discrimination associated with mental illness is to work with the mental health sector to change attitudes and behaviour through education and policy development. This action research thesis examines the effectiveness of workshops aimed at reducing the stigma and discrimination within mental health services.

Most hospital based mental health services were developed within the 'medical model' based on professional power. Non-discriminatory services are seen to be those that support a 'recovery model', as promulgated by the Mental Health Commission, which is based on partnership and participation by service users. For many services this requires a change in their culture. This research examines the effectiveness of workshops designed to support such cultural change, facilitated by people with experience of mental illness. Observation, evaluation and reflection on two workshops, and the findings of a literature search informed practices, with new techniques developed and trialled.

## **DEDICATION**

To people with experiences of mental illness  
and mental health service staff  
who hold a vision of services  
where respect, partnership and participation  
are a reality.

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**GLOSSARY**

Aroha	–	love, affection
Awhi	–	cherish, embrace
Karakia	–	prayer
Kaumatua	–	elder
Kaupapa	–	plan, theme
Mamae	–	pained, distressed
Mana	–	influence, authority
Manaaki	–	to show respect, kindness
Mihi	–	greeting
Mokemoke	–	lonely
Pakeha	–	a person of predominantly European descent living in Aotearoa/New Zealand
Porangi	–	beside oneself, out of one's mind, mad
Rangimarie	–	quiet, peaceful
Tauiwi	–	different tribe, those who came later (Pakeha, Samoan, Chinese etc., all non-Maori in Aotearoa/New Zealand)
Tipuna	–	ancestor
Tumeke	–	'too much' – slang term meaning something is really good
Turoro	–	sick person
Waiata	–	song

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