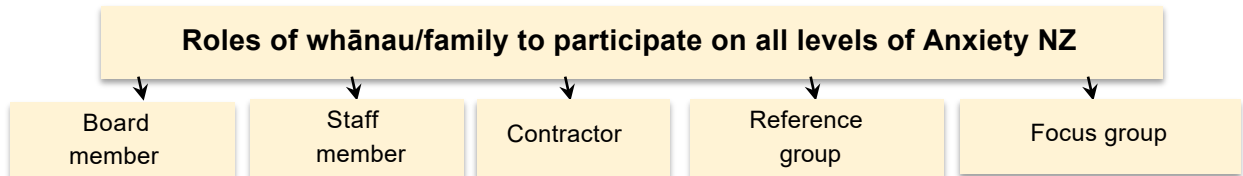


Whānau/Family Participation in Service Delivery

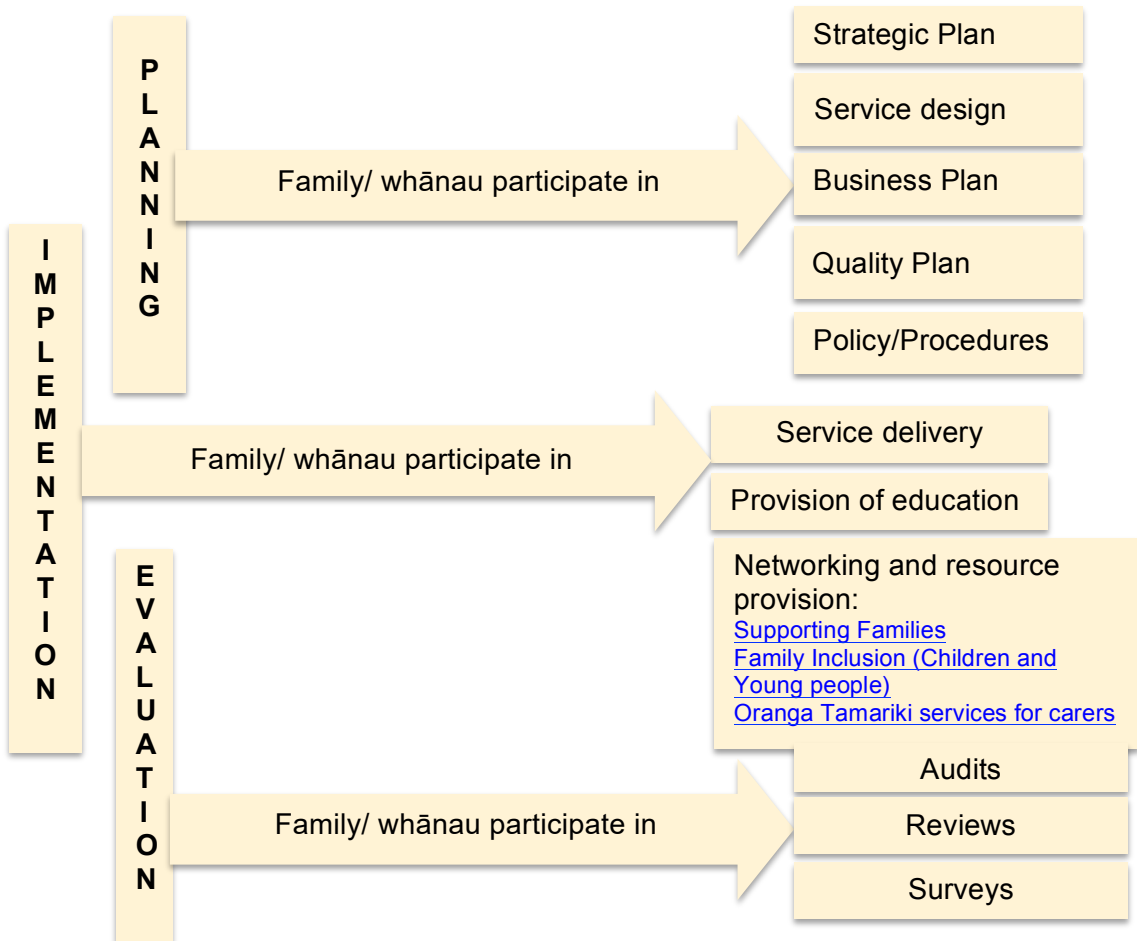
Purpose	Family/whānau will be involved or represented in Anxiety NZ planning, implementation and evaluation of the service in order to ensure that the services provided are responsive to the needs of service users' family/whānau.
Scope	This document applies to organisational and service delivery related activities.
Policy	Staff or Board of Trustees/Directors that are family members of mental health/addictions service users participate in employee/Trust/Board of Director activities like any other member of the group they are engaged with. Anxiety NZ will need to be cognisant of possible conflicts of interest and respond to those conflicts in line with the conflict of interest policy and procedure.
Definition	<p>Within the context of this document and in relation to the organisational and evaluation activities: A whānau/family is a whānau/family that has a family member that has or had experience as a mental health service user.</p> <p>In the area of service delivery: Family/whānau (from Ministry of Health publications): A service user's family or an extended family/group of people who are important to the service user. It is a set of relationships that is not limited to blood ties. Family/whānau may include:</p> <ul style="list-style-type: none"> • Relatives – including a spouse or partner. • A mixture of relatives, friends and others in a support network such as: <ul style="list-style-type: none"> ○ whānau, hapu and/or iwi ○ nuclear or extended family ○ families of a particular community (refugees, migrants, gender-base, gay or lesbian, gang, deaf etc.) ○ families made up of people such as a client support group. <p>Each of these family styles requires its own recognition and considerations.</p>
References	
Standards	NZS 8134:2008, Health and Disability Services Standards (standard 1.2.6)
Guidelines	Competencies working with families/whānau. Training for family/whānau Family inclusion in mental health and addiction services for children and young people When someone you care about has mental health or addiction problems Patient and family engagement in healthcare Involving Families Guidance Notes

Version:	V2	Issued	January 2019	Edited by:	LQiu	Review	January 2021	Authorised by:	CEO
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Whānau/Family Participation in Service Delivery



Anxiety NZ will involve persons who have had a family/whānau member using mental health services in the following activities:



Version:	V2	Issued	January 2019	Edited by:	LQiu	Review	January 2021	Authorised by:	CEO
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Whānau/Family Participation in Service Delivery

Consultation

Group/Role	Date

Version:	V2	Issued	January 2019	Edited by:	LQiu	Review	January 2021	Authorised by:	CEO
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