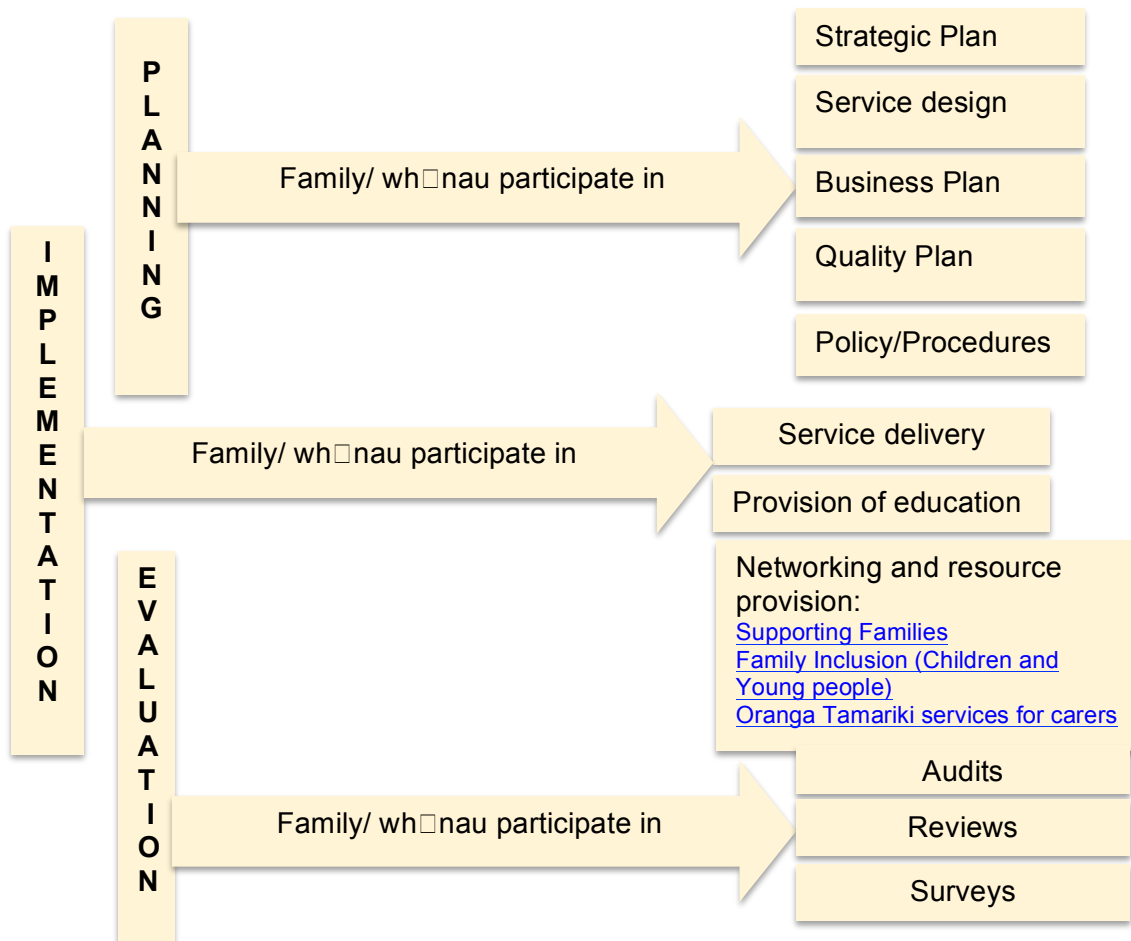
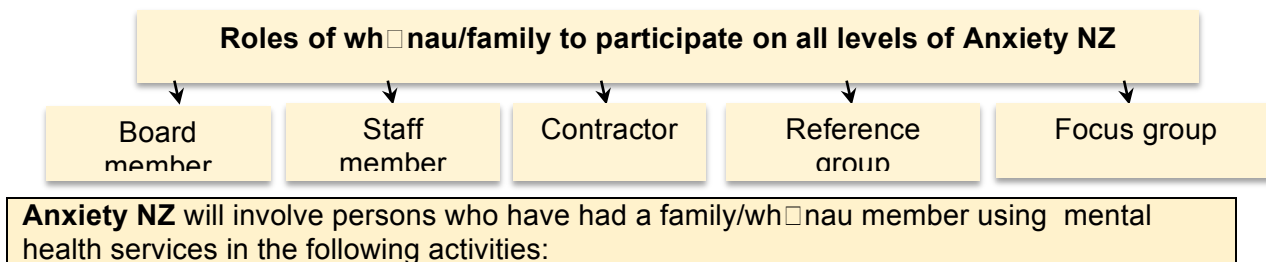


## Whānau/Family Participation in Service Delivery

<b>Purpose</b>	Family/whānau will be involved or represented in <b>Anxiety NZ</b> 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.
<b>Scope</b>	This document applies to organisational and service delivery related activities.
<b>Policy</b>	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. <b>Anxiety NZ</b> 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.
<b>Definition</b>	<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:</p> <p>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.</p> <p>Family/whānau may include:</p> <ul style="list-style-type: none"> <li>• Relatives – including a spouse or partner.</li> <li>• A mixture of relatives, friends and others in a support network such as: <ul style="list-style-type: none"> <li>o whānau, hapu and/or iwi</li> <li>o nuclear or extended family</li> <li>o families of a particular community (refugees, migrants, gender-base, gay or lesbian, gang, deaf etc.)</li> <li>o families made up of people such as a client support group.</li> </ul> </li> </ul> <p>Each of these family styles requires its own recognition and considerations.</p>
<b>References</b>	
<b>Standards</b>	<a href="#">NZS 8134:2008, Health and Disability Services Standards (standard 1.2.6)</a>
<b>Guidelines</b>	<a href="#">Competencies working with families/whānau.</a> <a href="#">Training for family/whānau</a> <a href="#">Family inclusion in mental health and addiction services for children and young people</a> <a href="#">When someone you care about has mental health or addiction problems</a> <a href="#">Patient and family engagement in healthcare</a> <a href="#">Involving Families Guidance Notes</a>

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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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