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| **Purpose** | Family/whānau will be involved or represented in **name of service** 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. **name of service** 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** | 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.  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:   * Relatives – including a spouse or partner. * A mixture of relatives, friends and others in a support network such as:   + 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.   Each of these family styles requires its own recognition and considerations. |
| **References** | |
| **Standards** | [NZS 8134:2008, Health and Disability Services Standards](https://www.health.govt.nz/system/files/documents/pages/81341-2008-nzs-health-and-disability-services-core.pdf) (standard 1.2.6) |
| **Guidelines** | [Competencies working with families/whānau.](http://www.tepou.co.nz/uploads/files/resource-assets/Lets-Get-Real-Working-with-Families-Whanau-Essential-Level-Learning-Module.pdf)  [Training for family/whānau](http://familyconnections.dbtnz.co.nz/)  [Family inclusion in mental health and addiction services for children and young people](http://www.hdc.org.nz/media/199086/family%20inclusion%20in%20mental%20health%20and%20addiction%20services%20for%20children%20and%20young%20people%20paper%201.pdf)  [When someone you care about has mental health or addiction problems](https://www.mentalhealth.org.nz/assets/ResourceFinder/When-someone-you-care-about-has-MH-or-addiction-problems.pdf)  [Patient and family engagement in healthcare](http://patientfamilyengagement.org/)  [Involving Families Guidance Notes](https://www.health.govt.nz/system/files/documents/publications/involving-families-guidance-notes.pdf) |







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| **name of service** will involve persons who have had a family/whānau member using mental health services in the following activities: |





























# Consultation

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