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| **Purpose** | The service will support service users to maintain links with their family/whānau and support/community groups of their choice. |
| **Scope** | The processes described apply to all personnel, service users and their families/whānau. |
| **References** | [Consumer Rights](http://www.hdc.org.nz/the-act--code/the-code-of-rights/the-code-%28full%29)  [Supporting Families](http://www.supportingfamilies.org.nz/)  [Involving Families](http://www.moh.govt.nz/notebook/nbbooks.nsf/0/CFE444B33EBAA4EE4C2569CA0080CA88/$file/Chart.pdf)  [Mental Health and Social Inclusion](http://www.hdc.org.nz/media/199083/mental%20health%20and%20social%20inclusion%20concepts%20and%20measurements,%20june%202009.pdf)  [Auckland Community Services](http://www.finda.co.nz/business/ac/auckland-city/community-services/)  [HealthPoint](http://www.healthpoint.co.nz/)  [Family Services](https://www.familyservices.govt.nz/directory/)  [Citizen Advise Bureau](http://www.cab.org.nz/Pages/home.aspx)  [Support and Self Help in Auckland](http://www.localist.co.nz/auckland/support-self-help)  [Directory of Iwi and Māori Organisations](http://www.tkm.govt.nz/) |
| **Services**  **Documents** | * Visitors * Recognition of Māori values and beliefs * Recognition of Pacific values and beliefs * Recognition and respect of the individual’s culture, values and beliefs * Service Delivery Pathways |

**Community and support links**

**Family/Whānau links**

**Staff**

**Throughout service delivery**

The service will support service users to:

* Access, develop and maintain links with supports and communities of their choice.
* This is noted on the service user’s support/wellness/recovery plan.



The service will support those links in the following way:

* Provide family/ whānau with an information pack.
* Consider the cultural practices of family/whānau.
* Be cognisant of the decision maker in the family.
* Negotiate means of contact and participation with service users and their family/whānau including phone, email, and internet options.

Ensure the services policy on visitors facilitates family and support contact and involvement.

Social and family/whānau inclusion will be core components of service users’ recovery/wellness plans.

# Consultation

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| Group/Role | Date |
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