

Title	Describe and implement strategies for engaging with a person accessing MHA services and their natural supports		
Level	4	Credits	6

Purpose	<p>This unit standard is designed for mental health and/or addiction support workers.</p> <p>People credited with this unit standard are able to describe strategies for engaging with a person accessing mental health and/or addiction services and their natural supports; and choose and implement strategies for engaging with a person accessing the services and supports.</p>
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Classification	Health, Disability, and Aged Support > Mental Health and Addiction Support
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Available grade	Achieved
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Guidance Information

1 Legislation relevant to this unit standard includes:

- Children, Young Persons, and Their Families Act 1989;
- Criminal Procedure Act 2011;
- Criminal Procedure (Mentally Impaired Persons) Act 2003;
- Health and Disability Commissioner (Code of Health and Disability Services Consumers' Rights) Regulations 1996;
- Health Practitioners Competence Assurance Act 2003;
- Intellectual Disability (Compulsory Care and Rehabilitation) Act 2003;
- Mental Health (Compulsory Assessment and Treatment) Act 1992;
- Misuse of Drugs Act 1975;
- Oranga Tamariki Act 1989;
- Privacy Act 1993;
- Protection of Personal and Property Rights Act 1988;
- Substance Addiction (Compulsory Assessment and Treatment Act) 2017;
- Vulnerable Children Act 2014

2 New Zealand Standards relevant to this unit standard include:

- NZS 8134.0:2008 *Health and disability services Standards – Health and disability services (general) Standard*;
- NZS 8134.1:2008 *Health and disability services Standards – Health and disability services (core) Standards*;
- NZS 8134.2:2008 *Health and disability services Standards – Health and disability services (restraint minimisation and safe practice) Standards*;

- NZS 8134.3:2008 *Health and disability services Standards – Health and disability services (infection prevention and control) Standards*.
- New Zealand Standards are available from <http://www.standards.co.nz>.

3 References

- American Psychiatric Association. (2013). *Diagnostic and Statistical Manual of Mental Disorders DSM-5* (5th ed.). Washington, DC: American Psychiatric Association; available at <http://www.psych.org>.
- Matua Raki. (2014) *A Guide to the Addiction Treatment Sector in Aotearoa New Zealand*. Wellington: Matua Raki; available at <https://www.matuaraki.org.nz/uploads/files/resource-assets/a-guide-to-the-addiction-treatment-sector-in-aotearoa-new-zealand.pdf>.
- Mental Health Commission – Te Kaitātaki Oranga; Ministry of Health. (1998). *Guidelines for Clinical Risk Assessment and Management in Mental Health Services*. Wellington: Ministry of Health in partnership with the Health Funding Authority. Available at [http://www.moh.govt.nz/notebook/nbbooks.nsf/0/2FE380C25ED2F1B34C25668600741EBA/\\$file/mentalra.pdf](http://www.moh.govt.nz/notebook/nbbooks.nsf/0/2FE380C25ED2F1B34C25668600741EBA/$file/mentalra.pdf).
- Ministry for Culture and Heritage, (updated 17-May-2017), *The Treaty in Brief* available at <https://nzhistory.govt.nz/politics/treaty/the-treaty-in-brief>.
- Ministry of Health. (2008). *Let's get real: Real Skills for people working in mental health and addiction*. Wellington: Author; available at <http://www.health.govt.nz>.
- Ministry of Health. (2015). *Supporting Parents, Healthy Children*. Wellington: Ministry of Health; available at <https://www.health.govt.nz/publication/supporting-parents-healthy-children>.
- Te Pou o te Whakaaro Nui, Le Va, Pasifika within Te Pou. (2009). *Real Skills Plus Seitapu – Working with Pacific Peoples*. Auckland: Author; available at <http://www.tepou.co.nz>.
- The Werry Centre. (2014). *Real Skills Plus ICAMHS/AOD, 2014. A Competency Framework for the Infant, Child and Youth Mental Health and Alcohol and Other Drug Workforce*. Auckland: Author; available at <http://www.werryworkforce.org/sites/default/files/pdfs/Real%20Skills%20Plus%20Dec%202014%20170315.pdf>.
- Todd, F. (2010). *Te Ariari o te Oranga: The Assessment and Management of People with Co-existing Mental Health and Drug Problems*. Ministry of Health available at <https://www.health.govt.nz/publication/te-ariari-o-te-oranga-assessment-and-management-people-co-existing-mental-health-and-drug-problems>.
- United Nations Convention on the Rights of Persons with Disabilities available at <https://www.un.org/development/desa/disabilities/convention-on-the-rights-of-persons-with-disabilities/convention-on-the-rights-of-persons-with-disabilities-2.html>.
- The Waitangi Tribunal and the Treaty of Waitangi/Te Tiriti o Waitangi, available at <https://www.waitangitribunal.govt.nz/treaty-of-waitangi/>.

- 4 Mental health, recovery and wellbeing are more than the absence of mental health and addiction issues. Concepts of wellbeing and recovery are different for every person and refer to living a satisfying, hopeful and meaningful life as each person defines that for themselves, even when there are ongoing mental health and/or addiction issues. (Adapted from the Monitoring and Advocacy report of the Mental Health Commissioner, Auckland).

- 5 Support should aim to: be mana enhancing and maintain, or restore, a person's sense of tino-rangatiratanga (self-determination and independence) and/or interdependence; utilise the person's existing strengths; uphold the person's human rights; and – where possible – utilise the resources of the local community.
- 6 Support provided for people accessing mental health and/or addiction services may include natural supports, which refers to any assistance, relationships, or interactions provided by family and/or whānau, friends, peers, co-workers, or community volunteers.
- 7 Practice must reflect appropriate values, processes, and protocols in relation to working with Māori and Pacific peoples and/or people from other cultures, in a range of settings and environments.
- 8 All practice and support must reflect the values, attitudes and the performance indicators of the seven Real Skills of *Let's get real*. This includes both the Essential and Enhanced levels of the seven Real Skills.
- 9 This unit standard cannot be assessed against in a simulated environment. It is required that people seeking credit for this unit standard demonstrate competence and are assessed in the workplace: through paid or unpaid employment, or in placements in a service provider workplace negotiated by an education provider.
- 10 Definitions
 - *Addiction* is a generic term that includes substance (alcohol and other drugs, including tobacco) use disorders and gambling disorders. (Definition from Matua Raki – *A Guide to the Addiction Treatment Sector in Aotearoa New Zealand*).
 - *Barriers* refers to attitudes or behaviour that prevent or reduce the likelihood or level of effective engagement.
 - *MHA*, as used in the title of this unit standard, is an abbreviation for mental health and/or addiction.
 - *Natural supports* refer to any assistance, relationships, or interactions provided to a person by family and/or whānau, friends, peers, co-workers, or community volunteers. In a specifically Māori context, natural supports may include but are not limited to – kaumātua, kuia, tohunga, whānau, iwi, and hapū.
 - *Organisation's policies and procedures* are the policies and procedures of the employing organisation and include ethical codes, standards, and other organisational requirements.
 - *Practice model(s)* include but are not limited to – strengths-based and recovery-based philosophies, motivational interviewing, Te Whare Tapa Whā, Te Wheke, Whānau Ora, Fonofale.
 - *Wellbeing* encompasses all dimensions of health: tinana (physical), hinengaro (mental and emotional), whānau (social), and wairua (spiritual) (*Let's get real*, glossary). In its broadest sense, wellbeing refers to a person's level of good physical and mental health, and the extent to which they are enabled to live healthy and flourishing lives.

Outcomes and Performance criteria

Outcome 1

Describe strategies for engaging with a person accessing mental health and/or addiction services and their natural supports.

Range evidence is required for two individuals with contrasting mental health and/or addiction issues; strategies must include – identifying the complexity and dynamics of relationships, focusing on people’s strengths; working with barriers to engagement.

Performance criteria

- 1.1 Strategies for engagement are described in terms of the underpinning practice model(s) adopted by the organisation.
- 1.2 Strategies for engagement are described in terms of collaboration with, and promoting the wellbeing of, the person and which are mana enhancing.
- 1.3 Strategies for engagement are described in terms of the impact on relationships between the person and their natural supports.
- 1.4 Description of strategies for engagement aligns with the values, attitudes and seven Real Skills described in *Let’s get real*.
- 1.5 Description of strategies for engagement demonstrates an awareness of the co-existing nature of mental health and addiction issues.

Outcome 2

Choose and implement strategies for engaging with a person accessing mental health and/or addiction services and their natural supports.

Range evidence is required for two individuals with contrasting MHA issues; choice and implementation of strategies must be in accordance with the organisation’s policies and procedures.

Performance criteria

- 2.1 Strategies for engagement are chosen and implemented in terms of their application to the person’s current context and wellbeing needs.

Range working with the person’s strengths, working to overcome barriers to engagement.
- 2.2 Strategies for engagement are chosen and implemented in terms of promoting the wellbeing of the person and, when available, their whānau.

- 2.3 Strategies for engagement are chosen and implemented in terms of promoting constructive and supportive relationships between the person and their natural supports.
- 2.4 Strategies for engagement are chosen and implemented in accordance with the values, attitudes and seven Real Skills described in *Let's get real*.

Planned review date	31 December 2023
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Status information and last date for assessment for superseded versions

Process	Version	Date	Last Date for Assessment
Registration	1	18 March 2011	31 December 2019
Revision	2	17 May 2012	31 December 2019
Review	3	26 July 2018	N/A

Consent and Moderation Requirements (CMR) reference	0024
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This CMR can be accessed at <http://www.nzqa.govt.nz/framework/search/index.do>.

Comments on this unit standard

Please contact Careerforce info@careerforce.org.nz if you wish to suggest changes to the content of this unit standard.