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

**Purpose**

This unit standard is designed for mental health and/or addiction support workers.

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.

**Classification**

Health, Disability, and Aged Support > Mental Health and Addiction Support

**Available grade**

Achieved

**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

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 Rakiri – 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*.

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**Planned review date**

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**Consent and Moderation Requirements (CMR) reference**

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**Comments on this unit standard**

Please contact Careerforce [info@careerforce.org.nz](mailto:info@careerforce.org.nz) if you wish to suggest changes to the content of this unit standard.