

Title	Describe and implement strategies for working with family/whānau of mental health and addiction service users		
Level	5	Credits	6

Purpose	People credited with this unit standard are able to describe and implement strategies for working with family/whānau of mental health and addiction service users.
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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:
 Alcoholism and Drug Addiction Act 1966;
 Children, Young Persons, and Their Families Act 1989;
 Criminal Justice Act 1985;
 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;
 Privacy Act 1993;
 Protection of Personal and Property Rights Act 1988.

- 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*.
 All standards are available from <http://www.standards.co.nz>.

- 3 References
 American Psychiatric Association. (2000). *Diagnostic and statistical manual of mental disorders – DSM-IV-TR* (4th ed., Text revision). Washington DC: Author; available at <http://www.psych.org>.

Community Liaison Committee of the Royal Australian and New Zealand College of Psychiatrists. (2000). *Involving families – Guidance notes: Guidance for involving families and whānau of mental health consumers/tangata whai ora in care, assessment and treatment processes*. Wellington: Ministry of Health on behalf of the Royal College of Australian and New Zealand Psychiatrists, the Health Funding Authority, and the Ministry of Health; available at <http://www.moh.govt.nz/moh.nsf/pagesmh/590>.

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>.

Ministry of Health. (2008). *Let's get real: Real Skills for people working in mental health and addiction*. Wellington: Author; available at <http://www.moh.govt.nz>.

Privacy Commissioner. (2000). *On the record: A practical guide to health information privacy*. (2nd ed.). Auckland: Office of the Privacy Commissioner; available at <http://www.privacy.org.nz>.

Privacy Commissioner. (2008). *Health Information Privacy Code 1994 – Incorporating amendments and including revised commentary* (revised ed.). Auckland: Office of the Privacy Commissioner; available at <http://www.privacy.org.nz>.

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.leva.co.nz>; or <http://www.tepou.co.nz>; or www.moh.govt.nz/mentalhealth.

The Werry Centre. (2008). *Real Skills Plus CAMHS: A competency framework for the infant, child and youth mental health and alcohol and other drug workforce*. Auckland: Author; available at <http://www.werrycentre.org.nz>; and <http://www.moh.govt.nz>.

- 4 Support should aim to: maintain, improve, or restore a person's independence and/or interdependence; utilise the person's existing strengths; and, where possible, utilise the resources of the local community.
- 5 This unit standard cannot be assessed against in a simulated environment. For assessment, candidates must demonstrate competence in the workplace through paid or unpaid employment, or in placements in a service provider workplace negotiated by an education provider.
- 6 Support provided for mental health and addiction service users may include natural supports.
- 7 Candidates' 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 Definitions

Candidate refers to the person seeking credit for this unit standard.

Culturally appropriate refers to supporting family/whānau of mental health and addiction service users in a manner that acknowledges and respects their defining characteristics, customs, values, and beliefs.

Mental health and addiction service user in the context of this unit standard refers to a person accessing services in a mental health or addiction setting. Service users may also be known as consumers, clients, patients, tūroro, or tangata whai ora in particular contexts and settings.

Natural supports refers to any assistance, relationships, or interactions provided to a mental health and addiction service user by family/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 of the candidate and include ethical codes, standards, and other organisational requirements.

Strategies refer to culturally, emotionally, psychologically, socially, and/or spiritually based strategies. Strategies for working with family/whānau of mental health and addiction service users include: focusing on the strengths and resilience of family/whānau; working with barriers; and respecting choice.

Wellness is a dynamic process whereby a person becomes aware of, and makes conscious choices towards achieving a balanced and healthy lifestyle. This process includes learning new life skills that address both the positive and negative aspects of human existence.

Wellness support plans in the context of this unit standard is a generic term used to cover the individual plans that are developed by service providers with mental health and addiction service users and their natural supports for service delivery. Different service providers may use different terms, for example 'recovery plan'. A wellness support plan is interpreted and implemented in accordance with its stated aims and objectives, and recognises the mental health and addiction service user as the central focus. A wellness support plan may specify interventions such as relapse prevention, activity scheduling, actions following early warning signs, rehabilitation activities, attending support groups and community activities, and maintaining safety in the mental health and addiction service user's current environment. The mental health and addiction service user's choices and rights, and how these factors determine the mental health and addiction service user's independence, recovery and/or resiliency, and support are paramount to the implementation of a wellness support plan. The wellness support plan will also provide an outline of the tasks to be carried out by the support worker with the mental health and addiction service user in a residential, community, or vocational setting.

Outcomes and performance criteria

Outcome 1

Describe strategies for working with family/whānau of mental health and addiction service users.

Range evidence is required for two strategies for working with family/whānau of mental health and addiction service users.

Performance criteria

1.1 Strategies are described in terms of their underpinning practice model(s) in accordance with the references and the organisation's policies and procedures.

Range models may include but are not limited to – strengths-based and recovery-based models, stress-coping model, family disease model, Fonofale, Pōwhiri Poutama, Te Whare Tapa Whā, Te Wheke, Whānau Ora and/or those adopted by the candidate's organisation.

- 1.2 Strategies are described in terms of their significance in building and maintaining constructive and supportive relationships with family/whānau in accordance with the references and the organisation's policies and procedures.
- 1.3 Strategies are described in terms of their cultural appropriateness to family/whānau in accordance with the references and the organisation's policies and procedures.
- 1.4 Strategies are described in terms of providing support that meets the needs of family/whānau in accordance with the references and the organisation's policies and procedures.
- 1.5 Strategies are described in terms of their relevance in supporting the wellness of mental health and addiction service users within a family/whānau in accordance with the references and the organisation's policies and procedures.
- 1.6 Strategies are described in terms of managing consent and safety issues between mental health and addiction service users, their family/whānau, and the candidate's organisation.

Outcome 2

Implement strategies for working with family/whānau of mental health and addiction service users.

Range evidence is required for two strategies that are culturally appropriate to family/whānau.

Performance criteria

- 2.1 Implementation of strategies is carried out in accordance with agreed provisions for managing consent and safety issues between mental health and addiction service users, their family/whānau, and the candidate's organisation as well as in accordance with the organisation's policies and procedures and the wellness support plans.
- 2.2 Implementation of strategies is carried out in a way that builds and maintains constructive and supportive relationships with family/whānau in accordance with the organisation's policies and procedures and the wellness support plans.
- 2.3 Implementation of strategies is carried out to meet the needs and supports for the wellness of family/whānau, and mental health and addiction service users as members of their family/whānau, in accordance with agreed provisions in the wellness support plans and the organisation's policies and procedures.

This unit standard is expiring. Assessment against the standard must take place by the last date for assessment set out below.

Status information and last date for assessment for superseded versions

Process	Version	Date	Last Date for Assessment
Registration	1	21 July 2011	31 December 2021
Revision	2	17 May 2012	31 December 2021
Review	3	28 May 2020	31 December 2021

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>.

This unit standard is expiring