

Title	Describe and manage challenges posed when supporting family/whānau of mental health and addiction service users		
Level	5	Credits	8

Purpose	People credited with this unit standard are able to describe and manage challenges posed when supporting 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.
Candidate's code of ethics means the code of ethics of the health profession to which the candidate belongs (whether the candidate is a health professional registered under the Health Practitioners Competence Assurance Act 2003, or an unregistered health professional who is a member of a professional association). If a candidate is not a registered or unregistered health professional, or is not a member of a health or disability-related professional association, the candidate's code of ethics means the code nominated by the candidate's organisation.

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

Culture refers to the totality of attitudes, behaviour, beliefs, values, customs, and practices that are characteristic of, or favoured or held in common by, a particular society or social, ethnic, or age grouping. Culture is formed from factors such as age, ethnicity, language, disability, gender, occupation, organisational background, immigrant or refugee status, institutional care, religious or spiritual beliefs, sexual orientation, and socio-economic status.

Ethical dilemmas refers to a complex situation involving two or more moral imperatives, where the choice of one precludes the other; or where a choice has to be made between two morally acceptable and/or defensible – or two morally unacceptable and/or indefensible – courses of action.

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 family/whānau of mental health and addiction service users by other families/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.

9 Range

Challenges include but are not limited to family/whānau – denial, stigmatisation, frustration, helplessness, anxiety, exhaustion, burnout, grief, previous negative experiences of health services; parental or sibling mental health and addiction issues.

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.

Outcomes and performance criteria

Outcome 1

Describe challenges posed when supporting family/whānau of mental health and addiction service users.

Performance criteria

1.1 Challenges are described in terms of ethical dilemmas posed for the candidate when supporting family/whānau.

Range evidence is required for two ethical dilemmas relating to privacy and/or confidentiality, and two other ethical dilemmas.

- 1.2 Challenges are described in terms of interactions between family/whānau and the candidate when building and maintaining supportive relationships with family/whānau.

Range challenges arising from – previous and current experiences with mental health and addiction services, current interactions with mental health and addiction services.

Outcome 2

Manage challenges posed when supporting family/whānau of mental health and addiction service users.

Range evidence is required of managing challenges with two families/whānau of mental health and addiction service users.

Performance criteria

- 2.1 Challenges presented by ethical dilemmas when supporting family/whānau are managed in accordance with the candidate's code of ethics and the organisation's policies and procedures.

Range evidence is required for a minimum of two ethical dilemmas, one relating to privacy or confidentiality, and one other.

- 2.2 Challenges when supporting family/whānau that arise from previous and current experiences of family/whānau members with mental health and addiction services are managed within the boundaries of the candidate's role.

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>.