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| **Purpose** | Family/whānau will be involved or represented in our organisations and services planning, implementation and evaluation. This is to ensure that our organisation acknowledges that mental health and addiction issues develop and heal within a context of what people engaging with our service identify as family/whānau and how family/whānau are affected by those issues. |
| **Scope** | This document applies to organisational and service delivery related activities. |
| **Definition** | Within the context of this document and in relation to the organisational and evaluation activities: A whānau/family that has a family member that has or had experience in engaging with mental health and/or addiction services.  Family/whānau definition (from Ministry of Health publications):  An individual or extended family/group who are important to the person engaging in mental health and/or addiction services. It is a set of relationships that is not limited to blood ties.  Family/whānau may include:   * Relatives – including a spouse or partner. * A mixture of relatives, friends and others in a support network such as:   + Whānau, hapu and/or iwi.   + Nuclear or extended family.   + Families of a particular community (refugees, migrants, gender-based, group based such as a gang, condition based such as the deaf community, identity based, religious groups).   + Families made up of specific interests such as a support group.   Each of these family styles requires its own recognition and considerations. |
| **References** | |
| **Standards** | NZS 8134:2008, Health and Disability Services Standards (standard 1.2.6) |
| **Guidelines** | [Involving Families Guidance Notes](https://www.health.govt.nz/system/files/documents/publications/involving-families-guidance-notes.pdf)  [Patient and family engagement in healthcare](http://patientfamilyengagement.org/)  [Supporting patient and family engagement: best practice for hospital leaders](https://www.ahrq.gov/sites/default/files/wysiwyg/professionals/systems/hospital/engagingfamilies/howtogetstarted/Best_Practices_Hosp_Leaders_508.pdf)  [Training for family/whānau](http://familyconnections.dbtnz.co.nz/)  [When someone you care about has mental health or addiction problems](https://www.mentalhealth.org.nz/assets/ResourceFinder/When-someone-you-care-about-has-MH-or-addiction-problems.pdf) |

**Levels of participation**

**Roles of whānau/family to participate on all levels of our organisation**

**OPTIONS:**



**Involvement of whānau/family in the following activities:**

Planning

Strategic planning

Business plan

Service design

Quality plan

Policies procedures

**Implementation**

Service delivery

Provide

education

Network

Provide resources

**Evaluation**

Audits

Surveys

Reviews

# Consultation

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| Group/Role | Date |
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