



# **Consumers, Family and Significant Others Participation Policy**

**CATEGORY: Quality**

**THIS POLICY APPLIES TO: RW Employees, Volunteers, Students, Consumers, Family and Significant Others**



Document Control			
Document Title	<b>Consumers, Family and Significant Others Participation Policy</b>		
Policy Area	Quality – Diversity		
Status	Current		
Owner	Richmond Wellbeing Executive		
Approved by	RW Executive	Approval Date	May 2016
Version No.	4	Review Date	May 2017

Record of issue		
Version	Date	Reason and comment
1	February 2008	Titled – <i>Consumer and Carer Participation Policy</i>
2	May 2010	
3	June 2013	Policy title changed; <i>Consumer, Family and Significant Others Participation Policy</i>
4	May 2016	Richmond Wellbeing Rebranding
Review by Consumer and Family Reference Group		
Version	Date	Reason and comment

Policy Context	
Applicable standards, legislation or other requirements.	QIC Health and Community Services Standards National Standards for Mental Health Services National Standards for Disability Services
Related RW documents	Recovery Stories Policy

Contact for enquiries and proposed changes	
All queries and changes regarding this document should be directed to	
Name	Anya-Jane Statham
Position	Compliance, Risk and Safety Manager

## 1 Purpose

The purpose of this policy is to ensure that Richmond Wellbeing Clients/Residents and their nominated support persons are actively involved in the development, planning, delivery and evaluation of services.

This policy is consistent with the National Standards for Mental Health Services and WA Mental Health Legislation.

## 2 Introduction

In an endeavour to deliver the best possible outcomes for Clients/Residents and their nominated support persons, RW acknowledges that actively promoting and facilitating the participation of these individuals is key to achieving this goal. This includes participation across all levels of the organisation and in all processes related to the development, planning, delivery and evaluation of services.

Richmond Wellbeing recognises that some Client and Residents may be supported by persons other than a family member. For the purpose of this policy, Significant Others will be defined as anyone that the Client/Resident nominates as a support person.

This policy is to be read in conjunction with the rights and responsibilities of consumers and carers as outlined in the National Standards for Mental Health Services.

## 3 Policy

Families and friends are defined as those people who the consumer identifies as important in their life. Involvement must acknowledge the over-riding duty of care to clients and residents, and confidentiality issues which may impact on the level of involvement possible. Therefore, it is essential that clients be asked what information they wish to share and documented accordingly. Flexibility is important, and confidentiality must be clarified to ensure it is never used as an excuse to not involve families and friends.

Richmond Wellbeing seeks to share information when appropriate and assist family and friends to develop links, both with Richmond Wellbeing and with each other. If families and friends want to be involved in the recovery journey, Richmond Wellbeing will support them with education around the meaning of recovery, and the implications for choices and behaviour.

## 4 Procedure

- RW shall provide relevant training and support for clients/residents, family members, support persons and staff, which maximises their representation and participation.
- Information regarding Family and Friends is sought from the client/resident during the intake process, and an understanding as to the level the client wants them involved. As part of the process, workers contact named family and friends and invite them to engage in training and/or link meetings with other families/friends. This is recorded on the Consent Form.

- Clients/Residents, families and support persons have the right to independently determine who will represent their views to RW in issues that relate to direct care.
- RW provides ongoing training and support to Clients/Residents, their family or support persons who are involved in formal advocacy and / or support roles within the organisation.
- Where RW employs consumers, their family or support person the organisation will be responsible for ensuring mentoring and supervision is provided.
- RW will actively assist clients/residents, their family or support person to participate in the relevant committees, including payment (direct or in-kind) and / or reimbursement of expenses when formally engaged in activities undertaken on behalf of RW. This may include a range of activities including but not limited to;
  - Richmond Wellbeing Board meetings,
  - Committees,
  - Projects,
  - Research,
  - Staff and new resident orientation, and
  - Promotional and educational activities