

Consumers, Family and Significant Others Participation Policy

Version 5.0

Policy Number	POL-50
Policy Name	Consumers, Family and Significant others Participation Policy and Procedure
Policy Area	Operations/ Consumers
Policy Owner	Chief Operations Officer

Introduction

To deliver the best possible outcomes for consumers, residents and their nominated support persons, we acknowledge that actively promoting and facilitating consumer participation is essential.

We recognise that some consumers and residents may be supported by persons other than a family member or carer. For the purpose of this policy, Significant Others will be defined as anyone that the consumer or resident nominates as a support person or substitute decision maker and collectively family members, carers and significant others will be referred to as “family and friends”.

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 and the NDIS Practice Standards and Quality Indicators.

Purpose

The purpose of this policy is to encourage and support consumers, residents and their nominated support persons to be actively involved in the development, planning, delivery and evaluation of services.

This policy is consistent with the National Standards for Mental Health Services, WA Mental Health Legislation and NDIS Legislation, Rules, Regulations and Standards

Scope

This policy and associated procedures apply to all staff, volunteers, students, consumers, family, significant others and substitute decision makers Policy Statement

Families and friends are people who the consumer, (defined here as including participant or resident) identifies as important in their life, we will encourage and actively support their involvement in the planning, delivery and evaluations of services.

Involvement must take into consideration the over-riding duty of care to consumers and their confidentiality. Confidentiality must be clarified to ensure it is never used as a barrier for family inclusivity; however, this may impact on the level of involvement possible.

It is essential that consumers be asked what information they wish to share and that this is appropriately documented and revisited annually. Staff can only disclose information to family members that is in accordance with the wishes of the consumer

We seek to share information when appropriate and to assist family and friends to develop links, both with RW and with each other. If families and friends would like to be involved in the recovery journey, we will support and encourage open communication with them and significant others.

Procedure

Consumers will be included in all aspects of the assessment and care planning processes. This is the basis of consumer directed care, co-design, choice and control and recovery principles.

Where a consumer or resident has a guardian, they will be informed throughout the process and be given every opportunity to participate.

Information regarding family and friends is sought from the consumer when the service commences. This is recorded on the Consent/Shared Information Form and signed by the consumer.

Consumers, are also able to provide details of people who they do not want to have involved in their care, this information will also be documented.

In the initial stages, staff will make contact with named family and friends as an introduction and to provide the opportunity for sharing of information and to answer any queries. Family members are welcome to visit the service with the relevant primary worker/ manager and will receive a Carer and Family Information pack. This includes a variety of information including useful contact numbers and pamphlets from the Mental Health Commission, NDIS and RW.

We will actively assist consumers, their family or support person to participate in 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 (e.g., the Consumer and Family Reference Group)
- Projects
- Research
- Staff and new resident orientation, and
- Promotional and educational activities

Breach of Policy and Procedure

If a consumer and/or their nominated support persons believe they have not been given the opportunity to be actively involved in the development, planning, delivery and evaluation of services they will be encouraged to raise these issues. The Complaints and Disputes Resolution process exists as a platform to raise concerns that will be addressed and followed up accordingly.

Related Documents

Mental Health Act WA 2014

National Mental Health Recovery Framework

National Standards for Mental Health Services

National Standards for Disability Services

QIC Health and Community Services Standards

Rainbow Tick Standards

National Disability Insurance Scheme Act 2013

National Disability Insurance Scheme Rules 2018

NDIS Practice Standards and Quality Indicators 2020

Privacy Act 1988

Supporting Information

POL-103 Recovery Stories Policy and Procedure

POL-110 Consumer Rights Policy

POL-99 Privacy Policy

POL-37 Feedback and Complaints Resolution Policy and Procedure

POL-42 Duty of Care Policy and Procedure

Consent/Shared Information Form

Consumer Information Pack

Carer Information Pack

Recovery and Wellbeing Framework

Review Timeframe and Responsibility

Date of effect:	February 2008
Review Period:	3 Years
Next review date:	1 August 2021
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Preparation date:	August 2018
Reviewed by Consumer and Family Reference Group:	August 2018
Approved by:	CEO
Approval date:	August 2018

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