


Mental Health and Addiction Group Policy

MHAPPM/8953

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| Approved by: | General Manager – Mental Health & Addictions | First Issued: | September 2016 |  |
| Signature: | David Warrington | Review Date: | July 2022 | |
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Purpose

The purpose of this document is to provide a shared vision and expectations for the direction, values, principles, attitudes and ways of working to deliver a values based service to support people in their Recovery Journey, and provide a framework for registered and non-registered staff to assist people in their recovery.

Principles

All Te Whatu Ora – Health New Zealand, Te Matau a Māui Hawke’s Bay documents are based on and link back to our values; **He Kauuananu** (respect), **Ākina** (improvement), **Raranga Te Tira** (partnership) and **Tauwhiro** (care), and are detailed so all persons are provided with clear information on the way they are expected to practice and undertake tasks.

The following New Zealand Legislation, Standards and Rights are also applicable to this document:

- [Health and Disability Commissioner Code of Health and Disability Consumers’ Rights Regulation 1996](#)
- NZS 8134:2021 [Ngā Paerewa Health and Disability Services Standards](#)

Scope

All staff of Te Whatu Ora, Te Matau a Māui Hawke’s Bay Mental Health and Addiction Groups and locally (within Hawkes Bay) contracted Non-Governmental Organisations (NGO’s).

Definitions

Refer to the Service-wide definitions of words and phrases used in the Mental Health and Addiction Group

[\\FS3\share\Public\All Users\MHS Policy review\DEFINITIONS FOR WORDS AND TERMS IN USE WITHIN THE MENTAL HEALTH SERVICE.docx](#).

Roles and Responsibilities

| Role | Responsibility |
|--|--|
| All Mental Health and Addiction Group Staff and locally (within HB) contracted NGO’s | Accountable for providing services in accordance with this over-arching policy and within the scope of their contract. |

Statement

Tangata whaiora report that they want “services that support us on our recovery. Recovery happens when we regain personal power and are a valued member in our community. Sometimes we need services to support us to get there.”

Our Values

Te hauora o te Matau-ā-Māui: Healthy Hawke’s Bay

Excellent health services working in partnership to improve the health and wellbeing of our people and to reduce health inequities within our community.



HE KAUANUANU RESPECT
ĀKINA IMPROVEMENT
RĀRANGA TE TIRA PARTNERSHIP
TAUWHIRO CARE

HE KAUANUANU RESPECT
Showing **respect** for each other, our staff, patients and consumers. This means I actively seek to understand what matters to you.

RĀRANGA TE TIRA PARTNERSHIP
Working together in **partnership** across the community. This means I will work with you and your whānau on what matters to you.

ĀKINA IMPROVEMENT
Continuous **improvement** in everything we do. This means that I actively seek to improve my service.

TAUWHIRO CARE
Delivering high quality **care** to patients and consumers. This means I show empathy and treat you with care, compassion and dignity.

Our Ways of Working - Reflecting Our Values

- 13 Tangata whaiora and what/who is important to them are the focus of our practice. We respect the diversity of values of tangata whaiora.
- 14 The values of each service user and of their community are the starting point for all of our work. People working in mental health and addiction treatment services are:
- 15 **Respectful, Caring and Client Centred**
 - These behaviours; identified by Mental Health staff as a whole are worked on and in each of the services and teams. Each team identifies what these behaviours look like in their work and an overall action plan on how to support and encourage these behaviours is owned across the service.
- 16 **Working with Tangata Whaiora**
 - Every person working in a mental health and addiction treatment service utilises strategies to engage meaningfully and work in partnership with tangata whaiora, and focuses on tangata whaioras' strengths to support recovery. We keep our skills up to date and respond to the changing needs of the person/tangata whaiora
- 17 **Working with Māori**
 - Every person working in a mental health and addiction treatment service contributes to well-being for Māori.
- 18 **Working with Families/Whānau**
 - Every person working in a mental health and addiction treatment service encourages and supports families/whānau to participate in the recovery of tangata whaiora and ensures that families / whānau, including the children of tangata whaiora, have access to information, education and support.
- 19 **Working within Communities**
 - Every person working in a mental health and addiction treatment service recognises that tangata whaiora and their families/whānau are part of a wider community.
- 20 **Challenging Stigma and Discrimination**
 - Every person working in a mental health and addiction treatment service uses strategies to challenge stigma and discrimination, and provides and promotes a valued place for tangata whaiora.
- 21 **Law, Policy and Practice**
 - Every person working in a mental health and addiction treatment service implements legislation, regulations, standards, codes and policies and procedures relevant to their role and within their scope of practise in a way that supports tangata whaiora and their families / whānau.
- 22 **Professional and Personal Development**
 - Every person working in a mental health and addiction treatment service actively reflects on their work and practice and works in ways that enhance the service to support the recovery of tangata whaiora.

Measurable Outcomes

This policy will be subject to regular internal audit and must be completed at least once a year.

Partnership Advisory Group to complete a survey of people and families who have used the services

RealTime feedback survey results

Staff engagement survey

Related Documents

[Te Pou: Let's get real](#) – a framework that supports people working in mental health and addiction to develop the right knowledge, skills, values and attitudes to effectively support people using services.

References

[Health & Disability Commissioner – Code of Health and Disability Services Consumers' Rights](#)

Key Words

Mental Health
Addiction
Policy
Values
Principles
Attitude

For further information please contact the General Manager – Mental Health & Addictions