

Service-level elements

Phase I: Essential elements

Services have a COPMIA champion

Until a service has adopted a 'best practice' approach to family- and whānau-focused practices, it has a COPMIA champion to provide leadership, training, mentoring and advice to staff on family- and whānau-focused practice and to ensure that the needs of children of parents with mental health and/or addiction issues are identified and addressed. The COPMIA champion may work within a specific service or across a range of services locally or regionally.

Family- and whānau-focused service delivery is audited regularly

Service leaders undertake regular audits of family- and whānau-focused service delivery. They then feedback the results to staff and service users and put plans in place to address identified issues.

Service leaders are working towards a family- and whānau-friendly environment

Service leaders use their best efforts to ensure that the service's environment is family and whānau friendly. In this environment:

- Posters that welcome family and whānau are on the walls
- Rooms are large and comfortable enough for families and whānau
- Visiting/appointment times are appropriate for families and whānau with children
- Staff acknowledge and talk to children when they visit or are in waiting rooms
- A play area is provided for younger children and age-appropriate magazines, or other activities are available for older children who are visiting or attending with their parents

- Layout and processes ensure that children attending the service with their parents are safe.

Directory of community services is available

All services have an up-to-date list of local parenting, family and whānau support services. This list is readily available for staff and service users.

Resources are available for parents about talking to their children about mental health and addiction issues

Written information for parents about talking to their children about mental health or addiction issues is routinely available. It is tailored to the needs of the people who use the service and the developmental needs of the children.

Resources are available for children about mental health and addiction issues

Age and developmentally appropriate resources (written, web-based or video) that provide information about mental health and addiction issues are routinely available for children.

Forms and documents are family and whānau focused

Electronic or written forms that record personal information, goals and plans include specific space to identify and record:

- The name, date of birth and gender of all dependent children and the usual custody/caregiving arrangements for each child
- Strengths and vulnerabilities in relation to parenting, and actions to address any identified vulnerabilities

- Family care plans – ‘just in case’ or ‘crisis’ plans that outline the parent’s wishes for caregiving arrangements for dependent children if the parent is to be temporarily unable to care for them.

Coordinated systems of care for pregnant and postpartum service users are in place

Systems and Guidelines are in place to ensure that pregnant and postpartum service users have access to appropriate supports and services, including:

- A coordinated care plan for the pregnancy, birth and postnatal periods across mental health and addiction, maternity and child health services. These plans include crisis response plans, and plans for alternative temporary childcare if required
- Access to consult-liaison, assessment and intervention services from specialised perinatal and infant mental health and addiction services as required.

Services have access to specialist advice on care and protection issues

Mechanisms are in place to enable staff of mental health and addiction services to access specialist advice on care and protection issues through either a designated Child, Youth and Family liaison person or through close working relationships between the service and local Child, Youth and Family offices.

Interagency planning and information sharing processes are in place

Processes are in place to support and enable coordinated interagency planning and information sharing to best meet the needs of our most vulnerable children and their families and whānau. These processes focus on the best interests of the children while addressing issues of privacy and confidentiality and identifying and supporting family and whānau strengths.

Phase II: Best practice elements

Written pathways for support and treatment are available

Children of parents with mental health and/or addiction issues and their families and whānau require varying levels of information and support depending on their individual circumstances. Written documents outline the pathways of support and treatment available within and across services, including pathways for those who require information only, for those who require links to natural community support and for those who require more intensive or specialised support and treatment.

ICAYMH (Infant, Child, Adolescent and Youth Mental Health) consultation and liaison services

Mechanisms are in place to enable and support adult mental health and addiction services to access consultation and advice from ICAMH/AOD services regarding the needs of those children who may need more specialised, child-focused services that are not available within the adult service. These mechanisms will also allow for referral to ICAYMH services or other more specialised services when necessary.

Comprehensive range of resources is routinely available for parents and children

A comprehensive range of written, web-based and video resources is routinely available for parents and children, including:

- Resources providing information for parents on talking to their children about mental health and addiction issues
- Age and developmentally appropriate resources for children about mental health and addiction issues.



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Environment is family and whānau friendly

The service has a family- and whānau-friendly environment that includes:

- Posters on the walls that welcome family and whānau
- Rooms large and comfortable enough for families and whānau
- Visiting or appointment times that are appropriate for families and whānau with children
- Staff acknowledging and talking to children when they visit or are in waiting rooms
- A safe play area and age-appropriate resources and activities in waiting and consultation rooms
- A nappy-changing area for parents with infants
- One or more private, child-friendly areas for families and whānau to visit in inpatient and residential services
- Layout and processes that ensure that children attending the service with their parents are safe
- An appropriate and private space for breastfeeding mothers
- Options for babies and infants to 'room in' with mothers within inpatient and residential services (as and when appropriate)
- Mechanisms to encourage and enable parents and their children to maintain contact while parents are using inpatient or residential services.



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