

E.06 Families and Others Involvement

1.0 INTRODUCTION/BACKGROUND

Mercy Services believes that a person's well-being is often enhanced by informal support, purpose, acceptance, a sense of control and close relationships. In order to support client wellbeing, Mercy Services encourages the development and continuation of clients' relationships with families and friends.

Mercy Services acknowledges that some people's biological/childhood family may be physically or emotionally remote and that there may be others who are more involved in their lives.

2.0 SCOPE

The scope of this policy is to cover all Mercy Services programs where a client may want to have others informed of/involved in their services.

3.0 POLICY STATEMENT

Mercy Services employees and volunteers will acknowledge and respect Carers and other people that clients consider to be in their family/support network.

With the client's consent Mercy Services employees and volunteers will involve a client's family/support network in the development, review and implementation of their Care Plan.

When working with clients from Culturally and Linguistically Diverse (CALD) backgrounds and Indigenous clients, Mercy Services will approach inclusion of family and friends in a culturally appropriate manner. This may include understanding that their family includes grandparents, uncles, aunts and cousins.

4.0 PROCEDURES

4.01 Assessment and planning for service

During the assessment phase, the Director of Care/Coordinator (or delegate) will ask the potential client about people whom they consider are important to them and to whom they want their information shared.

The Care Plan will indicate when a client's family/friends are assisting Mercy Services staff/volunteers (*roles of family/friends that are not part of a service provided by Mercy Services do not need to be in the Care Plan*).

Family and friends are invited to be involved with the client to the degree to which the client feels comfortable, which may include invitation to client-specific and general Mercy Services events.

Any suspicion of abuse or neglect by a client's family/friend will be promptly and appropriately handled as per the relevant Mercy Services Policies.

4.02 Sharing information

When a person becomes a client, the nature of information sharing with specific family and/or friends is captured on a consent form. The client is informed that s/he may withdraw consent regarding sharing their information at any time.

4.03 Facilitating Involvement

Mercy Services encourages families and friends to be involved:

- 1) in the life of the client;
- 2) in the care of the client;
- 3) in supporting client participation;
- 4) in providing feedback about the client/their experience/satisfaction with the Mercy Services service;
- 5) as volunteers for Mercy Services;
- 6) a broader structural level by participating in organisation-wide consultation meetings, policy reviews and nominating for project-specific committees; and/or
- 7) through engagement with Mercy Services newsletters and social media.

4.04 Support for Families and Friends

Mercy Services will provide reasonable and appropriate levels of emotional support and practical referral/assistance to family and friends to enable them to continue in their role as carers and supports to the client.

5.0 REFERENCES

1. Australian Standards	a) nil
2. Legislation	<ol style="list-style-type: none"> a) Aged Care Act, 1997 (Cth) b) Disability Inclusion Act, 2014 (NSW) c) Disability Discrimination Act, 1992 (Cth) d) Sex Discrimination Act, 1984 (Cth) e) Racial Discrimination Act, 1975 (Cth) f) Anti-Discrimination Act, 1977 (NSW) g) Children and Young Persons (Care and Protection) Act, 1998 (NSW)
3. Professional guidelines	a) nil
4. Codes of Practice	a) nil
5. Codes of Ethics	<ol style="list-style-type: none"> a) Australian Association of Social Workers Code of Ethics http://www.aasw.asn.au/document/item/1201 b) Australian Psychological Association Code of Ethics http://www.psychology.org.au/Assets/Files/Code_Ethics_2007.pdf c) The Nursing and Midwifery Board of Australia. Registration Requirements http://www.nursingmidwiferyboard.gov.au/Registration-Standards.aspx d) Integrity in the Service of the Church https://www.catholic.org.au/media-centre/media-releases/cat_view/10-organisations/38-national-committee-for-professional-standards e) Mercy Services Code of Conduct
6. Evidence	<ol style="list-style-type: none"> a) DADHC "Standards in Action" (2012) https://www.adhc.nsw.gov.au/_data/assets/file/0008/235970/ADHC_Standards_in_action_combined_250513.pdf b) Australian Government: Department of Health (2015). Home Care Packages Programme Operational Manual

	https://www.dss.gov.au/sites/default/files/documents/12_2015/home_care_packages_programme_operational_manual-december-2015.pdf
7. Mercy Services Values	a) Justice, Respect, Care, Unity, Service

6.0 OTHER RELATED POLICIES

- A.01 Mission and Philosophy
- A.03 Code of Conduct (staff and volunteers)
- A.05 Reconciliation
- C.04 Program Performance & Monitoring
- C.05 Quality Improvement
- E.01 Service Guarantee
- E.02 Service Access and Equity
- E.03 Meeting Individual Needs
- E.04 Client Fees
- E.05 Client Participation, Decision Making & Advocacy
- E.08 Complaints
- E.09 Client Records
- E.11 Coordination with other services
- E.13 Cultural Awareness
- E.17 Privacy
- G.06 Safe Home Visiting

7.0 RELATIONSHIP WITH STANDARDS

Aged Care Accreditation Standards	Home Care Standards	Disability Standards	EQUIP Standards
1.1, 1.2, 1.3, 1.4, 1.5, 1.6, 1.9, 2.1, 2.2, 2.3, 2.13, 3.1, 3.2, 3.3, 3.4, 3.5, 3.6, 3.7, 3.8, 3.9, 3.10, 4.1, 4.2, 4.3,	1.2, 1.3, 1.4, 1.5, 1.6, 1.7, 1.8, 2.1, 2.2, 2.3, 2.4, 2.5, 3.1, 3.2, 3.3, 3.4, 3.5	1.1, 1.2, 1.3, 1.4, 1.6, 1.8, 2.1, 2.2, 2.3, 2.4, 2.5, 2.6, 3.1, 3.2, 3.3, 3.4, 3.5, 4.1, 4.2, 4.3, 4.4, 5.1, 5.5, 5.6, 5.7, 6.1, 6.2, 6.4, 6.5, 6.7	1.1.1, 1.1.6, 1.3.1, 1.6.1

8.0 DOCUMENT CHANGES RECORD

Dates of change	Section altered	Natures of changes made
27/04/2009	Section 5 Service Delivery and Section 6 Client Rights	First record of document
20/11/2009	All sections	Update format and content
25/03/2011	7.0 Relationship to Standards	Replace HACC Standards and CACP Standards with Community Care Common Standards and update to EQUIP 5 Standards
26/11/2012	All Sections	Organisation name updated
07/07/2014	a. Title b. 2.0 Purpose and 3.0 Policy Statement c. 7.0 Standards	a. Changed from “Families and Friends Involvement” to allow for other people to be involved. b. More types of people listed for client to involve c. Add Aged Care Standards. Update Disability Standards to the 2014 NSW Disability Standards

21/03/2016	<ul style="list-style-type: none"> a. 1.0 Introduction/ Background b. 2.0 Scope c. 3.0 Policy Statement d. 4.01 Assessment and planning for service e. 4.02 Sharing information f. 4.03 Facilitating Involvement g. 5.0 References 	<ul style="list-style-type: none"> a. Minor change to first paragraph. New second paragraph. b. Re-worded to simplify c. Removed first paragraph (as covered elsewhere) d. Minor re-wording to first and second paragraphs e. Delete second and third paragraphs (as covered elsewhere) f. In list change: #4 and #6 and add #7 g. Update Legislation and Evidence
Review due 21/03/2019		