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| Policy/Procedure Custodian: | Chief Executive Officer |
| Responsible team delegate: | Chief Operating Officer |
| Date approved: | 28th April 2017 |
| Approving officer: | CEO Richmond Fellowship Queensland |

1.0 PURPOSE

RFQ is committed to the involvement of family, carers and other significant persons within its work. RFQ offers support to family, carers and significant others and ensures inclusion in all aspects of RFQ's services and development consistent with the wishes of the client.

2.0 SCOPE

This policy applies to all service delivery operations of RFQ, and its clients and family members/carers.

3.0 POLICY

RFQ provides recovery and disability services that have positive outcomes for people. RFQ recognises the importance of the role of significant people in the wellbeing and recovery of people with a mental illness, and in the client's life overall.

RFQ is also committed to ensuring its staff are appropriately trained and knowledgeable in ways in which to provide family member / carer support, including ensuring staff are trained in cultural competency, are aware of cross-organisational and community linkages, and can access resources and information for family members / carers.

4.0 PROCEDURE

Where a client nominates a family member / carer to support them while receiving RFQ services, a copy of the Family Member / Carer Rights and Responsibilities Statement as well as a verbal explanation of the statement where appropriate will be provided as soon as possible after the client's entry to the service.

RFQ will support family members / carers by:

- Family members / carers will be provided with and have access to information on respite services, counselling, crisis support, education, and training to maximise their wellbeing and ability to care and advocate for the client.
- Identifying family members / carers as soon as possible and ensuring this is recorded in the client's record (*Important Contacts Form SPF003.02*).
- Reviewing family member / carer information regularly throughout service delivery.
- Providing training and support, if required, to family members / carers to maximise their participation in the service.
- Ensuring that the needs of family members / carers who are children or aged persons are met, by maintaining knowledge of specialist support services / organisations that can assist them.
- Engaging with family members / carers prior to the client exiting RFQ services to provide them with information on crisis management and services that can provide ongoing support to them.

Where a client refuses or does not wish to nominate a family member / carer during the initial access process, the Support Worker will review this at each case review / review of the Personal Recovery Plan. An emergency contact is a mandatory requirement for providing a service to a person.

Where a client does not wish to nominate a family member / carer at any point during their service, this will also be respected. Information, in this case, will only be provided to family members / carers:

- if the client provides consent;
- if the information is needed so that the family member / carer can provide care to the client;
- the family member / carer needs to know the client has been made an involuntary patient; or
- it is to prevent harm to the client or to another person.

RFQ may engage with family members/carers or significant others of clients who do not provide their consent for a carer to be involved or to have knowledge of their service as carers may still have very high needs for support. RFQ can, without breaching client confidentiality:

- provide client information in general terms, and provide reassurance about the supports that monitor the client's wellbeing;
- provide the family member / carer the opportunity to present their issues / needs, and to consider these in the assessment, planning and support of the client;
- provide opportunities for the family member / carer to be involved in RFQ at a service level;
- provide support to assist them to access other services and advocacy.

5.0 OTHER RELATED DOCUMENTS

| POLICY IMPLEMENTATION: | |
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| <i>This policy has been implemented in part or full by our documents that are listed below:</i> | |
| Code | Title |
| SPP001.01 | Service Delivery Policy |
| SPG001.01 | Operational Guidelines |
| SPF003.02 | Important Contacts Form |