



INFORMATION FOR FAMILIES, WHANAU & CARERS

SF NELSON OFFICE

What can you expect from the Family Whanau Support Worker

The Nelson office of SF Nelson works with the family / whanau of people who have, or who may be developing a major mental illness. We can help you to understand your family member's mental illness and how you can best support them in their recovery. All services provided by SF Nelson are free.

A support worker from SF Nelson can meet with you and or your family/whanau in your home or at our office, or in a public place of your choosing to discuss ways in which we may be able to best support you. This may include learning about mental illness, medications, community supports available, communication skills within your family, coping with a crisis, handling day-to-day life, and navigating the mental health assessment and treatment system. It may also include any other issues you identify. We can provide information, support, education and advocacy.

How often and how long do you see your Family Whanau Support Worker

This is between you and the support worker and depends on how we can best assist you. You may meet with your support worker weekly, fortnightly or more frequently if necessary. Your support worker will arrange times to meet with you and may also be available by phone if you call them in office hours. You may choose to see a support worker just a few times or you may want support for longer if there are ongoing issues. Please note the office hours on the other side of this page. The support worker is also able to arrange times to see you outside of these hours if necessary.

What training does the Nelson Family Whanau Support Worker have?

The Family Whanau support workers receive regular ongoing training to remain skilled and up-to-date with the best ways to support people with mental illness and addiction and their Family and whanau. The Family Whanau Support workers are very experienced in working with families who are coping with mental illness and addictions.

What is our confidentiality policy?

What we record – We keep records of identified issues and goals, what you would like assistance with and the progress that is made. We keep this information as a record of the work we do and for our statistics. We also record situations where we are concerned for your own, or others' safety. If there are personal issues that you don't want to be written down, please discuss this with your support worker.



What happens to the information you give to us? This is kept confidential at our office. Our records are stored on a secure server in New Zealand which can only be accessed by SF Nelson and an authorised administrator of the system. All staff are bound by a Code of Ethics and by the Privacy Act. We provide statistical information to Nelson Marlborough District Health Board and to the Ministry of Health as the funders of our service. This information has no personal details included. We do not disclose information about individuals to anyone except under the circumstances described in the next paragraph. Personal files which contain information, that may need to be referred to, will be archived for seven years. You may request your file when your contract with SF Nelson ends.

Who we may discuss your situation with? The family whanau support worker has supervision with a clinical supervisor about the families/ whanau they are working with although no identifiable information is given. This is to make sure you get the best possible help from us and to make sure the support workers are doing their job in the best possible way - If we have a serious concern about your safety we may need to give information about you or your whanau to others, without your consent. This could include situations such as suicidal plans, family/ whanau safety or violence. We would inform you that we were going to do this unless we thought that it wasn't safe to do so. ***We may also share relevant information at your direction and with your verbal consent with other services involved for the purpose of advocacy as appropriate.***

How can you check your records? – You can ask the support worker to see what is written about you or to get a copy. If you are unhappy about anything that is written, you can write a statement that will be put in the records stating what you disagree with.

What can you do if you are unhappy with our service?

1. Talk about it with the family whanau support worker if you feel you can. They will be very open to hearing your concerns. You may want bring a friend or support person *or you may wish to talk to an independent advocate who can support you with your complaint such as the Health and Disability Advocacy service.*
2. Contact the Manager, Susan O'Connell, PO Box 270, Nelson 7040. Phone 03 545 8162 or email office@sfnelson.org.nz . Or you can contact the Branch Chairperson via the manager.
3. The Manager or Chairperson will work out a plan with you to deal with the situation. You may be asked to put your concerns in writing. If so you will receive a written reply. Any written complaint should include the following:
 - The name and contact details of the person making the complaint
 - Who or what the complaint is about
 - What happened and when
 - What the concerns or issues are



- What action, if any, has already been taken, and by whom.
4. *You will receive a written or verbal response within 5 working days from The Manager or chairperson to discuss and make a plan to deal with the problem.*
 5. *You will receive a written response within 10 working days outlining the steps that will be taken to resolve the issue. If the issue is not resolved to your satisfaction after the steps given above, the Chairperson will suggest a meeting with the persons concerned, at which you are welcome to bring a support person.*
 6. *If you believe that your complaint has not been dealt with satisfactorily after the above steps, you can request that an independent person, agreed by both you and SF Nelson, be asked to mediate a solution.*
 - 7 *You will not be disadvantaged by making a complaint nor will your family/whanau support be prejudiced.*

We have a complaints policy which is available to view on request.

Contact Details:

Family Whanau support worker: Vicky Pomeroy
Office Hours Monday-Friday 9.00am – 5.00pm
Phone/fax 03 5466090
Mobile 027 2432 441

Family Whanau support worker: Deanne Kilpatrick
Office Hours Monday, Tuesday, Thursday 9.00am – 2.30pm
Phone/fax 03 5466090
Mobile: 027 8201 887

Address 83A Buxton Square, PO Box 270, Nelson 7040
Email: fieldworker@sfnelson.org.nz or deanne@sfnelson.org.nz

Motueka family whanau support worker:

Jeannette Bent
Motueka@sfnelson.org.nz
Office hours: Monday 9.30am - 4.30pm, Tues 9.30am -3.30pm
Thurs 9.30am - 2.30pm
Phone/Fax 03 5287790

Your Family Whanau Support Worker may be away from the office at times. Please leave a brief message on the office phone or the Mobile Phone and she will return your call as soon as possible.