

## Client/family/whanau consent to participate agreement

### Understanding about the referral to Mānuka:

I understand that our family is being referred to Mānuka as part of the outcome of the Gateway assessment done by CYF and the DHB.

### Confidentiality

Mānuka will keep all information confidential except:

- ◆ Where we have permission to share information e.g. with a GP, CYF or the Gateway Coordinator.
- ◆ Where someone tells us they intend to harm themselves or another person. We will then notify the appropriate authorities (e.g. Police, CYF).

### Expectations

- ◆ Parents and caregivers are seen as the main client and are expected to attend all sessions and to bring the referred child/ren when necessary.
- ◆ Clients are expected to attend all sessions as arranged or to inform Mānuka Services at the earliest opportunity if they are unable to attend.
- ◆ Clients are expected to participate in all parts of the programme recommended by their therapist.
- ◆ Any problems attending should be discussed with Mānuka so that solutions can be considered.
- ◆ Missed appointments may be reported to CYF.

### Information Sharing

I have read the information about information sharing and understand that Mānuka staff:

- ◆ Will keep information confidential unless we have permission to share information or we are concerned about serious harm to our clients or others.
- ◆ Report statistics to CYF on a monthly basis and CYF also audit files to ensure we meet contract requirements.
- ◆ Discuss with Gateway Teams in general terms whether clients are making progress.
- ◆ Discuss cases confidentially with clinical supervisors.

## About Mānuka Family Whānau Service

Manuka Family/Whanau Services is a community based service working with families where children and young people who have been assessed as having mild to moderate mental health or behaviour problems and are referred through the Gateway process in the Mid-Central Health region/rohe to a primary mental health service.

Manuka Family/Whanau services is part of WellStop Inc. WellStop mainly works in the area of sexual abuse and views the Primary Mental Health Service as important prevention. Strong and resilient children in well-connected and supported families are less vulnerable to abuse.

We employ qualified and experienced staff who work from the understanding that parents and caregivers are the best people to encourage children and young people to heal or make changes. Children attending therapy alone cannot make changes. We believe that healing and change is possible in all families.

### Complaints

Mānuka is committed to treating everyone with respect. If you are unhappy with any aspect of the service provided by Mānuka your concerns can be raised directly with the person concerned or alternatively, a written complaint can be sent to: Deanna Hollis, Team Leader Manawatu [d.hollis@wellstop.org.nz](mailto:d.hollis@wellstop.org.nz) or Lesley Ayland CEO [l.ayland@wellstop.org.nz](mailto:l.ayland@wellstop.org.nz). Our aim will be to make contact within 10 days and work to resolve the issue within 6 weeks.

## Where to find us

Mānuka Family/Whānau Services  
5/133 Queen Street  
P.O. Box 420  
Palmerston North 4440

Phone: 06 358 9361 Fax: 06 356 9699  
Email: [pnorth@manukaservices.org.nz](mailto:pnorth@manukaservices.org.nz)



# Mānuka

Family/Whānau Service



**Supporting parents and caregivers to assist children who are diagnosed with mild-moderate mental health problems or behaviour problems.**

### Our Vision:

That parents/caregivers and whanau are supported to help children and young people find the strength, supports and resources to navigate healthy lives.

## Families are referred to Mānuka where children have concerns such as :

- ◆ Grief and loss
- ◆ Attachment and relationship issues
- ◆ Low mood or depression including thoughts of suicide/self harming
- ◆ Withdrawal or isolating behaviour
- ◆ Anxiety
- ◆ Emotional regulation problems
- ◆ Acting Impulsively
- ◆ Disruptive behaviour

Also where parents and caregivers have difficulties managing with children experiencing concerns such as are outlined above.

### Accessing Mānuka Services

Families referred to Mānuka Service must have children involved with Child Youth and Family and have been assessed through the CYF and Mid-Central District Health Board Gateway Process.

Referrals to Mānuka Service are accepted from the Gateway Coordinator after a Gateway assessment has been completed.

## Mānuka, Child Youth and Family, and the Mid-Central DHB work together:

- ◆ Gateway assessment information is provided to Mānuka.
- ◆ At the end of treatment the Mānuka therapist re-does the questionnaires that were done in the Gateway assessment and writes a brief report to CYF, the Gateway Coordinator and the child's GP.
- ◆ Six months after treatment we make contact again to re-do the questionnaires and make another brief report to CYF.

## What does Mānuka Family Whānau Services do?

Mānuka Family/Whānau Services works with families of 0-17 year olds. Mānuka provides short-term services, usually 6 to 10 sessions. This service is provided free of charge.

We mainly work alongside parents and caregivers and support them to help the child or young person in their care, however the child/young person can be involved as well, depending on the circumstances. Therapy is tailored to each family's needs. It may include one-to-one or family sessions, or parents/caregivers may be invited to attend a group programme. Therapy can involve helping children with emotions, behaviour, social skills, or issues from the past such as abuse and neglect.

After the 6-10 sessions, if further sessions are required these may be requested, or Mānuka may refer a family to another service that can provide further support.

### Mānuka Information Sharing Policies:

**Confidentiality:** In information is kept confidential unless we have permission to share information (such as reports to CYF or GP) or someone tells us they seriously want to harm themselves or another person. If this happens we will tell the appropriate authorities (CYF or Police).

**Reporting:** We have to provide statistical information to CYF on a monthly basis. A detailed list of the information that is shared can be provided. We attend meetings and discuss client progress with CYF and people involved in the Gateway process.

**Supervision:** All clinical staff have to discuss cases with their clinical supervisors. Sometimes supervisors ask therapists to tape sessions for quality control only. This is kept confidential.

**Research and Training:** Statistical information is sometimes shared for research or training purposes. This has no information that identifies clients or family members. At all other times researchers or staff involved with training others will ask for written permission from clients to use any information.

## Agreement about sharing of information

I understand the information sharing statement and agree that information about our family and children related to this referral is shared with CYF and the Gateway Team and that reports are written at the end of treatment to CYF, the Gateway Coordinator and the child's GP.

In addition I/we give permission for further information to be shared between Mānuka Family/Whānau Services and:

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.....

Signed: (Parent/Caregiver) .....

### Young Person Statement

I have read and understood the information provided above and agree to work with Mānuka Family/Whānau Services.

Signed: .....

Date: .....

### Parent / Caregiver Statement

I have read and understood the information provided above and agree to work with Mānuka Family/Whānau Services.

Signed: (Parent/Caregiver) .....

Signed: (Parent/Caregiver) .....

Date: .....

Signed: (Mānuka Therapist) .....

Date: .....