



Getting Involved

Information for family, whānau and friends
of people who use Pathways services.

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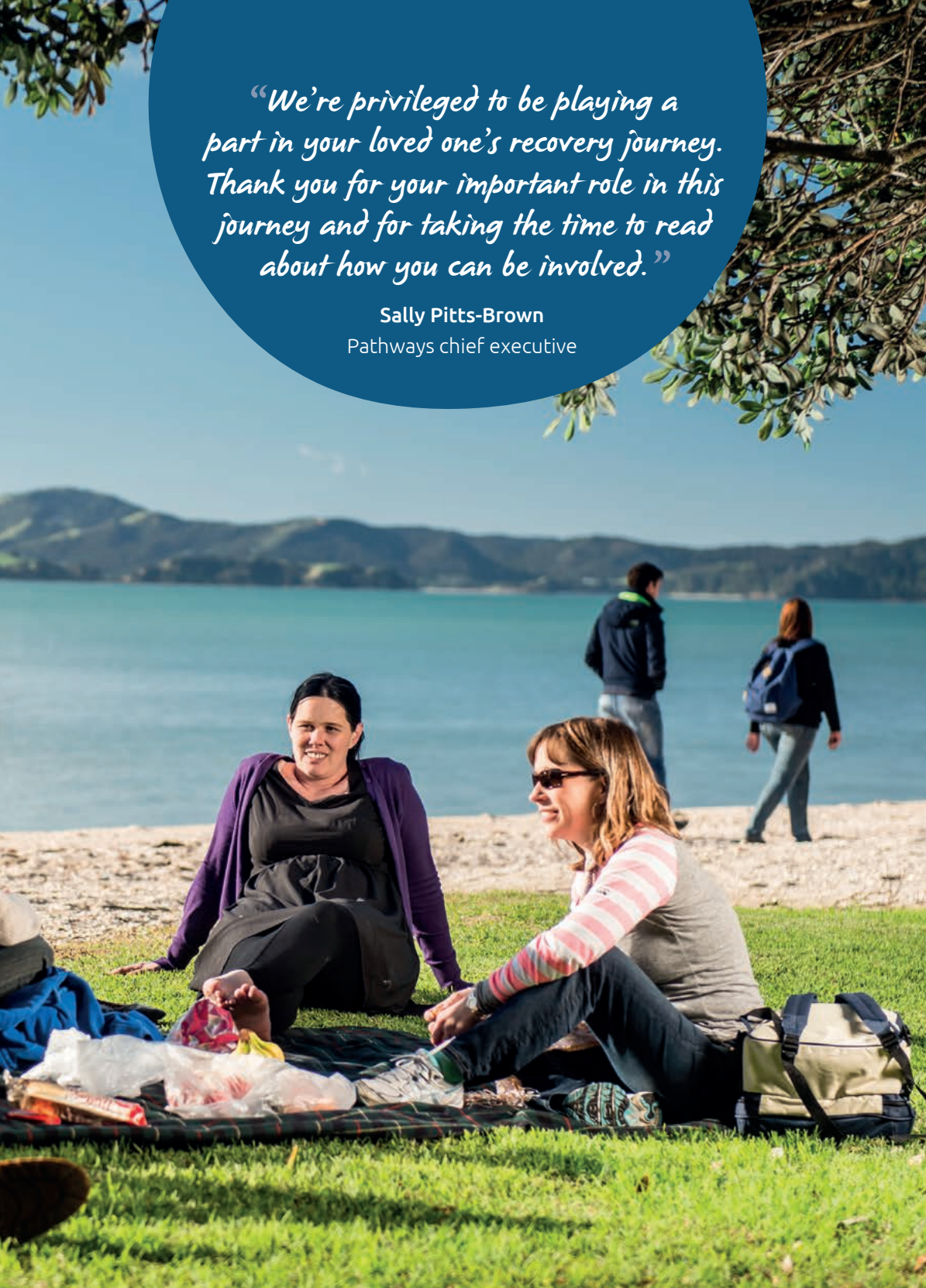


Welcome to Pathways

We're here to support your loved one in their journey to being well.

We firmly believe that they will recover and won't need support from us forever. But we're here for as long as they need us.

We know how much family, whānau and friends matter. We want to make sure you understand our services, and how we will work alongside your loved one to support them to achieve their goals and aspirations.



“We’re privileged to be playing a part in your loved one’s recovery journey. Thank you for your important role in this journey and for taking the time to read about how you can be involved.”

Sally Pitts-Brown
Pathways chief executive



About us

Pathways is a leading national provider of community-based mental health and wellbeing services.

We provide a range of services around practical daily living, living a healthy life, employment and housing. We support people to live well in the communities of their choice.

At Pathways, we're passionate about supporting people with experience of mental illness - we've been dedicated to it for more than 25 years. Every year we support about 5000 people, all around New Zealand.



Our services are free

Pathways services are free — there is no direct cost to use our services as we receive funding from government agencies such as your local district health board.

If your loved one is living in one of our residential recovery services, they will still have living costs like rent, food and power.

The Wise Group

Pathways is a part of the Wise Group, a family of charitable organisations that share a common purpose: making a difference and improving people's lives.
www.wisegroup.co.nz

wise**group.**



Our Pathways whānau

Our Pathways whānau is a diverse team, all dedicated to supporting your loved one to live well and shape their own future.

Your loved one will have a dedicated support person who they work with most. This person will provide them support with whatever they need. This could include things like goal setting, practical daily living, being healthier, building confidence, getting involved in the community, securing a job, finding a place to live, or even having fun!

This person is part of a bigger team of Pathways people including support workers, healthy lifestyle coordinators, occupational therapists, social workers, nurses, management and administration support.

All of our staff are here to listen and to help.

Peer support specialists

Some of our staff have experience of mental illness themselves. Some teams include peer support specialists – people who have had specialist training in how to use their experience of mental illness to help others on their recovery journey.

Supporting you

It can be distressing when someone close to you is experiencing mental illness. It's likely that you will have lots of questions and may not know what to do next.

There's no right or wrong way to feel. Just remember, we're here to support you as well. We'll do our best to provide you with all the information and resources you need, so you can best support your loved one.

We can also help you get in touch with other organisations that provide additional support.

Supporting Families

Supporting Families was set up more than 30 years ago to provide support to families affected by mental illness. It now has more than 20 branches around New Zealand.

For more information you can visit their website:
www.supportingfamiliesnz.org.nz



Your support matters

We value the important role that you, as a family/whānau member or friend, play in your loved one's recovery journey. You can provide the much needed hope, love and support for them to recover from mental illness and to grow from their experience.

Because of this, we encourage the people we support to involve family, whānau and friends in their recovery and care. However, it is their right to choose who is involved in their care and how.



How involved can I be?

We will support your loved one to develop a wellbeing plan that's unique to them. Part of this plan includes identifying who they want involved in their care, and in what ways.

As well as family, whānau and friends, this may also include other health professionals too.

While most people involve family members in their care, some choose not to, and Pathways must respect that decision. However, we'll keep encouraging them to reconsider whether that decision is still right for them over time.

Sharing information

Your loved one also needs to give us consent before we can share personal information about them with you.

More details about privacy and consent are available in the Privacy Act and the Health Information Privacy Code, and on the Privacy Commissioner's website, www.privacy.org.nz.

Without consent we can still provide non-personal information and resources to support you.



Getting involved

If your loved one has indicated they want you to be involved in their care, we'll keep you informed of all opportunities for you to participate in their care and social events we coordinate.

As well as direct communication with you in person and by phone or email, we'll also keep you updated through our quarterly family whānau newsletters. Make sure that the service supporting your loved one knows your contact details so you don't miss out on information.

Helping shape our services

As a family/whānau member or friend, we welcome your input to help us improve and shape our services, so we try to provide lots of opportunities for you to share your thoughts.

Please feel free to talk to us in person at any time if you have feedback or ideas to share or discuss. You can also phone, email, text or write to us. Our contact details are at the back of this brochure.

We also regularly host 'Connection Days', bringing together people who use our services and their family, whānau, friends and others. Together we share information and ideas for improvement, as well as just connect and have fun.

Sometimes, if we want to find out more about what you think about something, we may invite you to participate in a survey or focus group.



Your rights

As a person who supports someone with a mental illness, you have the right to be heard, respected and to access information and support.

If you are supporting a family member, you also have the right to be included in the planning, delivery and review of services provided to them, as long as they agree. You can find more information about your rights as a family member via the Supporting Families webpage www.supportingfamilies.org.nz

If you feel something isn't right with the service your family member is receiving, or if you have any other concerns, please talk to their support worker, team coach, or contact the Pathways regional office nearest you.

You may also like to refer to the Pathways brochure 'Please tell us how we're doing', which should be included in the back of this brochure. Please ask a Pathways staff member if you'd like a copy.



Please tell us how we're doing

Concerns, compliments, questions
or complaints – we want
to hear from you.

Pathways
Whatever it takes



*“... we were given a fantastic welcome,
and the new place was fabulous!
It was homely and lovely.”*

Let's get involved

When Kath Winn's son started using community support services provided by Pathways, she wasn't convinced the new service would work, but she was impressed and is now ingrained in the Pathways family. It was 1997 when her son was introduced to Pathways and Kath was terrified.

“I thought, oh no, here's another provider, what's going to happen now? But we were given a fantastic welcome, and the new place was fabulous! It was homely and lovely.”

Kath quickly took up the opportunity to become involved in Pathways in every way she could, recognising the importance of families being involved in improving services.

“I became a huge advocate for Pathways, and a critic too. If there was a gap in services, I was first on the phone. But that feedback, whether positive or negative, was always encouraged.”

In 2001 Kath was welcomed onto the Pathways Board as a family representative. Several years on and she says she's thrilled to be involved.

“I am really lucky to be working with the Pathways team. It's so exciting. They think outside the square and they just won't take no for an answer. They listen and there's huge respect for families.”

Kath urges families to share their skills and knowledge wherever they can.

“I do whatever I can; it would be wonderful to see more families get involved. The great thing is that you can be a part of Pathways in so many ways, it's completely up to you.”

Kath's son now lives in his own home with Pathways mobile support helping him.

Kathleen Winn

Family representative on the Pathways Board



Our support services

Pathways provides a range of community-based services to support people to shape their own future and achieve their goals and dreams.

We recognise that everyone has different needs and that people's needs change over time, so our services are designed to be flexible and responsive to everyone.

Not all services are available in all areas. Please contact your local Pathways office to find out what services are available in your region.



Mobile wellbeing support

Our mobile wellbeing support services provide regular support to people in their home, or somewhere else in the community if they prefer.

We support people with things like:

- identifying goals and helping them to achieve them
- practical daily living
- getting involved in the community
- choosing a healthy lifestyle
- finding training or a job.

Each person has different needs so we tailor the amount and type of support to the individual. Some people we see just once a week, while others who need a higher level of support, we see every day.

In some areas we also have specialist mobile support services, like a women's service.

Wellbeing respite

Pathways' wellbeing respites offer welcoming, homelike environments where people can have a short break when they need it. Like a retreat, they can rest and focus completely on their wellbeing in a safe place they can call home. Supportive staff are on hand to help them get back on their feet.

Some people use our wellbeing respites as a planned break away when they're struggling with life at home. Or sometimes they may be used as a transition from, or alternative to, time in hospital.

How long our guests stay is flexible. Usually it's just a few days, but at some of our services, people may stay for a few weeks. It's all about what they need.





Residential based recovery

Our residential based recovery services provide homes in the community with staff onsite to support people who live there during the day and night, in whatever ways they need it.

People we support in our residential recovery service may share a house or live in a separate unit in a group of units. Staffing levels vary at each site depending on what level of support is needed.

Our residential recovery services are about supporting people towards living independently. They are a stepping stone towards moving into their own home and living well in the community. How long people stay will depend on their needs.

Wellbeing programmes

Our wellbeing programmes are based around activities and learning opportunities. They are designed to help people develop skills to manage their own wellbeing and help them live well in their local community.

Our wellbeing programmes are based in retreat-like environments where people can feel safe, relaxed and open to new experiences. They include activities like yoga, art, healthy cooking and nutrition, music, physical exercise, and programmes designed to help people move back into the workplace.



Youth services

Real, the youth brand of Pathways, has been delivering services since 2010. Real believes mental wellness and wellbeing are possible for every young person.

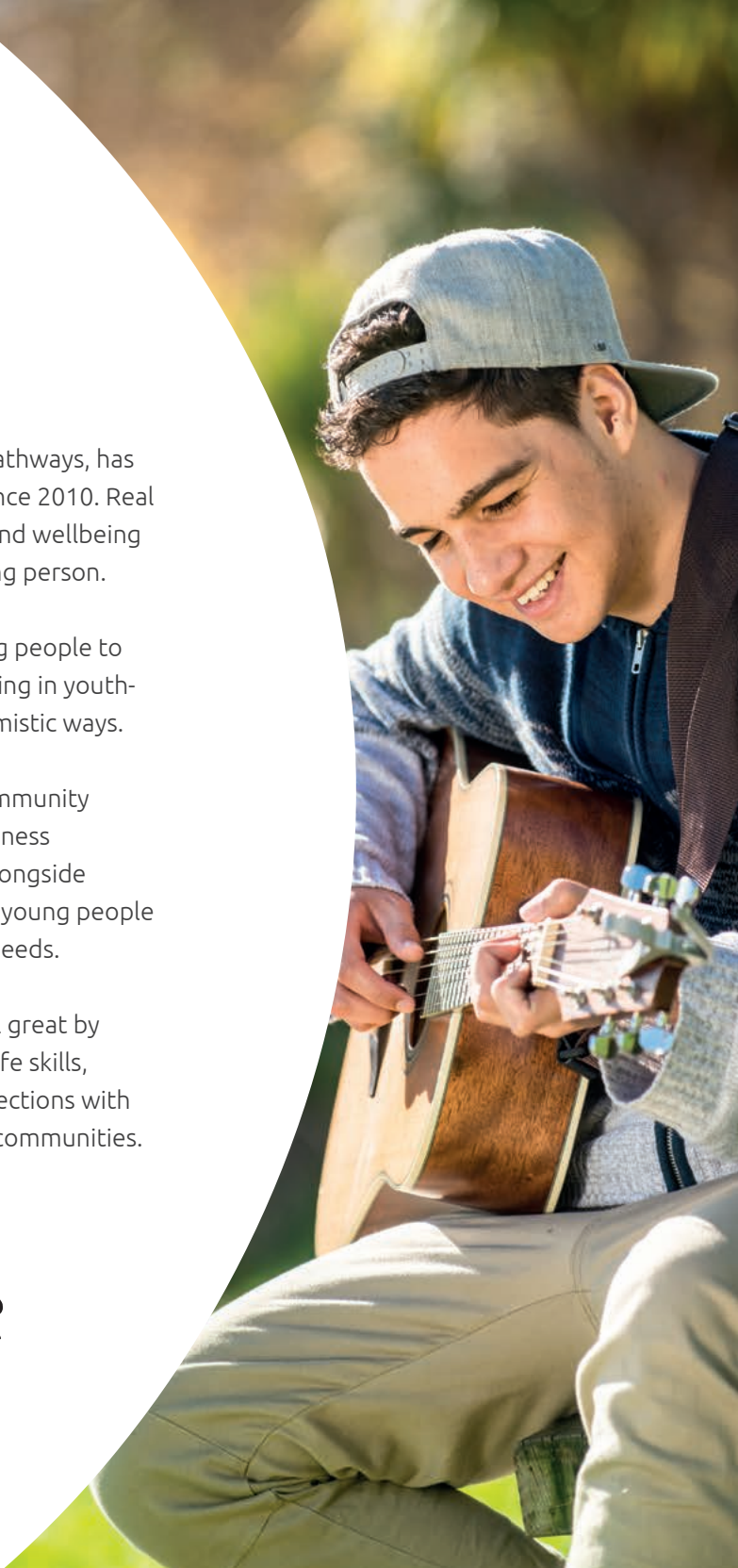
Our services support young people to build resilience and wellbeing in youth-oriented, flexible and optimistic ways.

Our extensive range of community services focus on mental illness prevention and we work alongside clinical services to support young people with acute mental health needs.

We help young people feel great by supporting them to build life skills, resilience and strong connections with their whānau, friends and communities.

www.real.org.nz

real.
Because it's your life



What's important to us?

Total wellbeing

We know your loved one's recovery will be faster and more successful if they focus on living well in all areas of their life.

That's why our 'Being Well' strategy plays a big part in shaping how we work. It focusses on more than mental health – it's about eating well, connecting well, working well, being active, and being physically and spiritually well.

We'll actively encourage and support your loved one to be healthier with things like:

- reducing and stopping smoking programmes
- exercise programmes and sports days
- participation in community events
- healthy eating advice and help
- social gatherings
- supporting regular physical health checks
- connecting to other health services.



Being Well



Recognising trauma

We realise that trauma in your loved one's life may have played a part in them becoming unwell, so we'll try to recognise the impacts that trauma may have had on them.

We're committed to doing everything we can to ensure they don't experience any further trauma from being involved with our services.

Recovery, hope and respect

We genuinely believe everyone can recover. Hope and respect are at the heart of everything we do and we want to help your loved one draw on their own inner strength and hopes for the future.

We value diversity and recognise that people come to our service with their own culture, beliefs and practices. It's important to us that they always feel respected and culturally safe.





The importance of a home, a job and being connected

Focusing on strengths and resilience

We're more interested in focusing on your loved one's strengths than their problems or diagnoses. We want to support them to develop those strengths, grow positive experiences, and identify opportunities for development and sustainable change.

Having a home, and a job if a person wants to work, are both important parts of recovery. They can give people a sense of belonging and accomplishment that can help them feel more positive and in a healthier frame of mind. Having a job also helps them pay the bills and gives them more options to enjoy life.

We work with Workwise Employment Agency, Keys Social Housing and other organisations if people need help finding a home or finding or keeping a job that's right for them.

It's also important that people are connected with other services they need to feel fully supported in their recovery. We work with Linkage to help make these connections and get people all the support they need.

workwise
employment agency



Linkage



Finding out more

Following are some other websites you may find useful for additional information.

www.supportingfamiliesnz.org.nz

Supporting Families in Mental Illness has branches throughout the country. They aim to provide support, information, advocacy and networks to the family and whānau of people who experience mental illness.

www.likeminds.org.nz

Like Minds, Like Mine is a government funded project aimed at reducing the stigma and discrimination associated with mental illness.

www.mentalhealth.org.nz

The Mental Health Foundation aims to increase awareness in New Zealand about mental health and the associated issues.

The foundation is involved in mental health promotion and advocacy and provides many useful resources.

www.health.govt.nz

The Ministry of Health website offers news about what's happening in New Zealand's health sector. It also includes many useful publications and resources that are available for downloading.



Contact us

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hauraki@pathways.co.nz

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You can find more information about Pathways
and our services at www.pathways.co.nz

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