



Brief Intervention Policy



“We get the help we need for a range of issues that arise.”

He aroha whakatō he aroha putamai

If kindness is sown, then kindness you shall receive.

Intent

We aim to provide timely and responsive services to people/whānau in need.

We frequently use brief interventions to respond to crisis issues and provide early intervention and support to rangatahi in a holistic way. A brief intervention may be additional to our ongoing work with rangatahi or part of supporting whānau members or their other associates.

Responsibilities

Management will ensure kaimahi and volunteers are adequately supervised and supported.



Kaimahi and volunteers should use brief interventions when needed by the client(s) while acknowledging their own limitations.

Requirements

Brief interventions will be used in an appropriate and responsive way with rangatahi, whānau and their associates. A brief intervention may involve:

- feedback and guidance to a whānau member to help them manaaki a rangatahi
- response to issues leading to a family violence call out or a walk-in client
- 1:1 coaching to awahi a person around wellbeing and to carry out their responsibilities
- motivational interviewing
- referral to an internal or external service while on wait list (eg for relapse prevention, drop-in centre, food bank)
- assisting whānau to set goals and problem solve
- advocacy for employment, housing and income assistance
- organising a specialist assessment
- safety planning with a rangatahi, whānau member or other associate
- short term solution-focused counselling
- other actions.

Recordkeeping

Interventions should be recorded on the appropriate form or file.

Brief interventions following POL

A brief intervention will be reported on (use BI form), tabled and considered at the case management hui.



Referral for Tūtaki (non- DV support)

If and when the PSW is case holding individual clients, Brief Intervention recipients may become clients for non-DV support at Tutaki, once the brief intervention work is completed. A referral form must be completed and the Welcome and entry and Assessment and planning policies applied (as appropriate).

Compliance

Social Sector Accreditation Standards Level 2, Community wellbeing 1.0-3.0, Client services and programmes 2.0

Social Sector Accreditation Standards Level 3, Community wellbeing 1.0; Client services and programmes 2.0

NZS 8134:2021 Service Management 2.3.14; My Pathway to wellbeing 3.2.3

Helpful links

Matua Raki (2012) Brief Intervention Guide. Addressing risk and harm related to alcohol, tobacco, other drugs and gambling.

Assessment and planning

Assessment

Welcome & entry

Safety planning



Review

Date: January 2022

Next review: December 2023