



Mental Health and Addiction Services

Adult Mental Services Specification

Tier 2

September 2024

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1. Status

Approved to be used for mandatory nationwide description of services to be provided.

MANDATORY ☒ RECOMMENDED ☐

2. Review History

Review History	Date
First Published on NSFL	June 2009
Amended: added purchase units PUC MHA21F, MHA23D	August 2012
Amended: clarified reporting requirements	February 2012
Amended: added purchase unit MHA20DH	June 2014
Amended: added purchase unit codes MHA “S” series	April 2017
Consideration for next Service Specification Review	Within five years
Moved to Health NZ template. Updated links for PUDD and NSFL only. Amended DHB to become District/Region where appropriate. No other changes to content made.	September 2024

Note: In September 2024 a small programme of work moved all Service Specifications to Health New Zealand branded templates. No amendments were made to the body text or content of the Service Specification, so references to DHB, Ministry of Health or other pre-2022 reforms vocabulary will still exist. A larger programme of work to review and revise all Service Specifications is planned for late 2024 to early 2025.

Note: Contact the NSF Team, Te Whatu Ora | Health New Zealand to discuss proposed amendments to the service specifications and guidance in developing new or updating and revising existing service specifications. NSF@tewhatuora.govt.nz

Nationwide Service Framework Library web site [here](#)

3. Introduction

This tier two service specification for Adult Mental Health (the Service) is the overarching document for a range of tier three Adult Mental Health service specifications. This service specification defines mental health services and their objectives in the delivery of a range of secondary and tertiary services for adults.

This service specification must be used in conjunction with the tier one Mental Health and Addiction Services specification and tier three Adult Mental Health service specifications listed in section 10 below. Local District service specifications may also be included under this service specification as appropriate.

4. Service Definition

Mental health and addiction services are to be provided to:

- people with an identifiable or suspected mental health disorder (as defined in the Diagnostic and Statistical Manual of Mental Disorders Fourth Edition, DSM IV or other generally recognised diagnostic classifications), including those with associated co-existing issues not necessarily diagnosed
- people seeking information about mental illness and its treatment and prevention.

There is recognition of the importance of an integrated continuum of care across these services and the application of a recovery approach.

It is unlikely any single provider will supply the full range of services described, therefore service providers must work collaboratively, co-operatively and in partnership to ensure the full range of services are provided in an effective and complementary manner and are responsive and focus on Service User needs.

5. Service Objectives

5.1 General

- To ensure the adult Service User is central and is recognised within the context of their family/whānau and wider community.

Engagement with the family/whānau including dependents in the assessment and treatment, will assist the Service User to gain/maintain/regain functional relationships with their family/whānau and community of choice.

- To be recovery focused.

The Service will focus on recovery and respond to individual adult Service User needs. There will be an orientation toward building strengths and resilience, and promoting optimal health of the person. Recovery services will be provided in the most appropriate setting. This may be in a hospital based setting, outpatient setting or a community based setting. Within the community, services may be provided in the Service User's home, whether that is in independent housing or part of a service with an accommodation or housing component.

- To be responsive to cultural needs.

The Service will be responsive to people from other cultures. The cultural needs of the

individual Service User and their family/whanau will be assessed and appropriate interventions offered.

- To promote access to services for adult Service Users.

Barriers to access will be better understood and strategies put in place to promote access. This may include more flexible service hours to support improved access for the adult Service User who may be engaged in employment and/ or education. The adult Service User may also have family commitments such as dependents that affect their access to services. Flexible services and family/whanau friendly environments may also support improved access.

- To promote collaborative connected service delivery with services working in partnership.

To achieve better mental health outcomes for individuals, families and communities, it is essential that the different parts of the Mental Health System and other social services work well together, in order to provide continuity of care. While it is unlikely that any single provider would provide the full range of Mental Health Services, service providers must use their best endeavours to work collaboratively and co-operatively together. Relationships between services should be developed and maintained to ensure that joint strategies are developed to prevent and/or resolve problems as they arise.

It is recognised that the adult mental health Service User presents to services as a unique individual with their own life perspectives formed through environmental factors and life experiences. They have had connections with family and friends, and have made their own choices and decisions independently. Mental health issues may have affected their level of independence but with interventions and supports increased independence and recovery may be achieved.

The Service User may, in addition to mental health issues, experience addiction issues. This is evidenced in New Zealand and international literature. Mental health services are expected to respond to these multiple issues. A response might include screening, assessment and then providing a range of responses, which may include interventions, co-working or referral for the most severe, complex issues.

5.2 Māori Health

Refer tier one Mental Health and Addiction service specification

6. Service Users

The Service Users will be eligible people from the age of 18 years.

7. Access

Entry and exit criteria specific to the service are described in tier three service specifications.

8. Service Components

8.1 Processes

The processes are as described in the tier three Adult Mental Health range of service specifications.

8.2 Settings

The Service is provided in settings as described in the tier three Adult Mental Health range of service specifications.

8.3 Key Inputs

The key input for services is the workforce.

8.4 Pacific Health

The Service must take account of key strategic frameworks, principles and be relevant to Pacific health needs and identified concerns. For regions that have significant Pacific populations, the service must link service delivery to the improvement of Pacific health outcomes. Overall, the service activity should contribute to reducing inequalities.

9. Service Linkages

Linkages include, but are not limited to the following:

Service Provider	Nature of Linkage	Accountabilities
Other providers of Adult Mental Health services and general health	Referral, liaison, consultation	Work with other relevant professionals and agencies in the care of the Service User

10. Exclusions

Refer to tier one Mental Health and Addiction Services service specifications.

11. Quality Requirements

The Service must comply with the Provider Quality Standards described in the Operational Policy Framework¹ or, as applicable, Crown Funding Agreement Variations, contracts or service level agreements.

12. Purchase Units and Reporting Requirements

Purchase Units (PU) Codes are defined in Health New Zealand's Nationwide Service Framework Purchase Unit Data Dictionary.

Specific reporting requirements apply at tier three service specifications.

¹ www.nsfl.health.govt.nz/accountability/operational-policy-framework-0

13. Tier Three Service Specifications

The following service specifications for adult mental health are grouped in tier three under three categories:

- Acute and inpatient services
- Community based clinical treatment and therapy services
- Services to promote resilience, recovery and connectedness.

13.1 Acute and inpatient services

Title	Purchase Unit Codes
Adult Acute Inpatient Services	MHA01
Adult Intensive Care Inpatient Beds	MHA02
Adult Crisis Respite	MHA03, MHAK03, MHA03C, MHA03D, MHAK03C, MHAK03S
Crisis Intervention Service	MHA04A, MHA04B, MHA04C, MHA04D, MHA04S
Adult Acute Home Based Treatment	MHA05A, MHA05B, MHA05C, MHA05D MHA05S
Adult Acute Package Of Care	MHA06, MHA06C, MHA06D, MHA06S
Sub-Acute/Extended Care Inpatient Beds	MHA07
General Hospital Liaison Service	MHA08A, MHA08B, MHA08C, MHA08S

13.2 Community based clinical treatment and therapy services

Title	Purchase Unit Codes
Community Clinical Mental Health Service	MHA09A, MHA09B, MHA09C, MHA09D, MHA09E, MHA09F, MHA09S
Early Intervention For People With First-Time Psychosis	MHA10A, MHA10B, MHA10C, MHA10D, MHA10E, MHI10A, MHI10B, MHI10C, MHI10D, MHI10E, MHI10S
Mobile Intensive Treatment Service	MHA11A, MHA11B, MHA11C, MHA11D, MHA11E, MHA11S
Service For Profoundly Hearing Impaired	MHA12A, MHA12B, MHA12C, MHA12D, MHA12E, MHA12S
Service For Mental Health And Intellectual Disability	MHA13A, MHA13B, MHA13C, MHA13D, MHA13E, MHA13S

Community Co-Existing Disorders- Mental Health And Addiction	MHAD14A, MHAD14B, MHAD14C, MHA14D, MHAD14E, MHAD14F, MHAD14S
Community Co-Existing Disorders- Mental Health And Addiction And Accommodation	MHAD15, MHAD15C, MHAD15D, MHAD15S
Community Day Programme	MHAD16A, MHA16B, MHA16C, MHA16D, MHA16E, MHA16F, MHA16S
Adult Planned Respite	MHA17, MHA17C, MHA17D, MHA17E, MHA17S
Community Mental Health Services- Needs Assessment And Service Coordination	MHA18A, MHA18B, MHA18C, MHA18D, MHA18E, MHA18S
Adult Package Of Care	MHA19, MHA19C, MHA19D, MHA19S

13.3 Services to promote resilience, recovery and connectedness

Title	Purchase Unit Codes
Adult Community Support Services	MHA20C, MHA20D, MHA20DH, MHA20E, MHA20F, MHA20S
Day Activity And Living Skills Service	MHA21C, MHA21D, MHA21E, MHA21F, MHA21S
Vocational Support Service	MHA22C, MHA22D, MHA22E, MHA22F, MHA22S
Housing Coordination Service	MHA23C, MHA23D, MHA23S
Housing And Recovery Services –Day Time and Awake Night Support	MHA24, MHA24C, MHA24D, MHA24S
Housing And Recovery Services- Day Time and Responsive Night Support	MHA25, MHA25C, MHA25D, MHA25S
Supportive Landlord Service	MHA26