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|  | **All District Health Boards** | |
| **ASIAN, MIGRANT AND REFUGEE SERVICES -**  **CULTURAL SUPPORT COORDINATION SERVICE**  **MENTAL HEALTH AND ADDICTION SERVICES**  **TIER THREE**  **SERVICE SPECIFICATION** | | |
| STATUS: These service specifications may be amended to meet local agreement needs. | | NON-MANDATORY |
| **Review History** | | **Date** |
| First Published on NSFL | | June 2010 |
| **Amended:** clarified reporting requirements | | February 2012 |
| **Amended**: added MHR97S purchase unit code, removed standard provider monitoring reporting tables. Minor editing. | | April 2017 |
| Consideration for next Service Specification Review | | Within five years |

**Note:** Contact the Service Specification Programme Manager, Service Commissioning, Ministry of Health to discuss proposed amendments to the service specifications and guidance in developing new or updating and revising existing service specifications.

Nationwide Service Framework Library web site <http://www.nsfl.health.govt.nz>

**ASIAN MIGRANT AND REFUGEE SERVICES –**

**CULTURAL SUPPORT COORDINATION SERVICE**

**MENTAL HEALTH AND ADDICTION SERVICES**

**TIER THREE SERVICE SPECIFICATION**

**MHR97C, MHR97D, MHR97E, MHR97S**

This tier three service specification for Asian, Migrant and Refugee Services - Cultural Support Coordination Service, Mental Health and Addiction Services (the Service) must be used in conjunction with the tier one Mental Health and Addiction Services and tier two Asian, Migrant and Refugee Mental Health Services service specifications. In addition, it is linked to a range of tier three Asian, Migrant and Refugee Mental Health Services service specifications.

The service specification defines Asian, Migrant and Refugee Services - Cultural Support Coordination Service and their objectives in the delivery of the Service.

**1. Service Definition**

This Service is a culturally specific service working in a mainstream setting, in partnership with mainstream services, more specifically mental health and addiction services.

Services will include:

* provision of clinical and cultural consultation
* provision of life skill counselling
* provision of psycho-education to Service Users and family members
* coordination of consultation with clinical cultural advisory roles
* communication and networking with other agencies
* promotion of mental health information to the Asian community
* coordination of translated resources.

**2. Service Objectives**

**2.1 General**

The objective of this Service is to provide a cultural coordination service that works in partnership with mainstream mental health and addiction clinical and support services that are grounded in knowledge, cultural perspectives and understanding.

**2.2 Māori Health**

Refer to tier one Mental Health and Addiction service specification.

**3. Service Users**

The Service Users will be Asian migrant or refugee people of all ages. Refer to tier two Asian, Migrant and Refugee Services service specification for the definitions.

**4. Access**

Refer to the tier two Asian, Migrant and Refugee Services service specification.

**5. Service Components**

**5.1 Processes**

Refer to the tier two Asian, Migrant and Refugee Services service specification.

**5.2 Settings**

The Service is provided in community, home and hospital based settings.

**5.3 Key Inputs**

Refer to the tier two Asian, Migrant and Refugee Services service specification.

Staff will also identify with and ideally have lived experience of at least one cultural group (Asian, migrant, or refugee.)

**5.4. Pacific Health**

Refer to the tier one Mental Health and Addiction service specification.

**6. Service Linkages**

Refer to the tier two Asian, Migrant and Refugee Mental Health and Addiction service specification.

**7.** **Purchase Units and Reporting Requirements**

**7.1** Purchase Unit (PU) Codes are defined in the DHB and Ministry’s Nationwide Service Framework Purchase Unit Data Dictionary. The following codes are used in this Service.

| **PU Code** | | **PU Description** | **PU Definition** | **Unit of Measure** |
| --- | --- | --- | --- | --- |
| MHR97C | | Asian Migrant & Refugee Cultural Support Coordination Service Mental Health – Nurses & allied health | Cultural coordination service that works in partnership with mainstream mental health and addiction clinical and support services that is grounded in knowledge, cultural perspectives and understanding. The service is provided by nurses and allied health staff. | FTE |
| MHR97D | | Asian Migrant & Refugee Cultural Support Coordination Service Mental Health – Non-clinical staff | Cultural coordination service that works in partnership with mainstream mental health and addiction clinical and support services that is grounded in knowledge, cultural perspectives and understanding. The service is provided by non-clinical staff. | FTE |
| MHR97E | | Asian Migrant & Refugee Cultural Support Coordination Service Mental Health – Cultural staff | Cultural coordination service that works in partnership with mainstream mental health and addiction clinical and support services that is grounded in knowledge, cultural perspectives and understanding. The service is provided by cultural staff. | FTE |
| MHR97S | Asian Migrant & Refugee Cultural Support Coordination Service Mental Health | | Cultural coordination service that works in partnership with mainstream mental health and addiction clinical and support services that is grounded in knowledge, cultural perspectives and understanding. | Service |

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| **Unit of Measure** | **Unit of Measure Definition** |
| FTE | Full-time equivalent staff member (clinical or non-clinical) involved in direct delivery of services to consumers. Exclude time that is formally devoted to administrative or management functions e.g. half-time coordination of a community team. |
| Service | Service purchased in a block arrangement uniquely agreed between the parties to the agreement |

**7.2 Reporting**

The Provider must comply with the requirements of national data collections: PRIMHD.

Additional information to be reported and the frequency of collection are specified by the Funder in the Provider Specific Terms and Conditions as agreed with the Service Provider.

The information required by the Funder will be sent to:

Performance Reporting

Sector Operations

Ministry of Health

Private Bag 1942

Dunedin 9054

Email [performance\_reporting@moh.govt.nz](mailto:performance_reporting@moh.govt.nz)

The Performance Monitoring Reporting tables for the Mental Health and Addiction Service Specifications[[1]](#footnote-1) may be used for performance monitoring if specified as agreed with the Funder.

1. Performance Monitoring Reporting cluster tables for Mental Health and Addiction Services are published on the Nationwide Service Framework Library, Mental Health and Addiction Service specifications page, Downloads section www.nsfl.health.govt.nz/service-specifications/current-service-specifications/mental-health-and-addiction-services [↑](#footnote-ref-1)