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|  | **All District Health Boards** | |
| **ASIAN, MIGRANT AND REFUGEE MENTAL HEALTH AND ADDICTION SERVICES -**  **CULTURAL COMMUNITY SUPPORT WORK 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 2013 |
| **Amended:** added MHR96S 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 MENTAL HEALTH AND ADDICTION SERVICES**

**CULTURAL COMMUNITY SUPPORT WORK SERVICE**

**MENTAL HEALTH AND ADDICTION SERVICES**

**TIER THREE SERVICE SPECIFICATION**

**MHR96C, MHR96D, MHR96S**

This tier three service specification for Asian, Migrant and Refugee Mental Health and Addiction Services - Cultural Community Support Work Service (the Service) must be used in conjunction with 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 Mental Health and Addiction Services - Cultural Community Support Work Service and its objectives in the delivery of the Service.

**1. Service Definition**

This Service is a non-clinical community based support service to assist the Service User and their family in identifying their support needs and using this information, will provide a key co-ordination role between the person, their family, the community, the services and the resources they wish to access and use.

The Service will include:

* facilitating a recovery plan with the Service User and include any other people that the Service User deems appropriate for the development of the plan
* provide a cultural assessment
* assist the Service User to access a range of services, including community based activities, social networks, health interventions, education, employment options, vocational and social services
* collaboration with Specialist clinical service provider, communicating from a non-clinical perspective clinical and cultural symptoms as identified and also provide a regular review of progress of the Service User and their family
* facilitating linkages to natural supports and strengths within the family and whānau and wider community to improve independence
* when required assisting the Service User to manage household tasks and activities of daily living, including personal care.

The Service will be:

* person centred and responsive to individual Service User needs
* recovery focused and enable the Service User to lead their own recovery
* able to provide choice, promote independence and value diversity
* aligned to community development.

Supports must be in accordance with the Service User’s documented clinical plan (as devised by the relevant responsible specialist clinician and team) and cultural management plan.

The Service will ensure that an appropriate support worker is assigned to the Service User, that is age, gender and culturally compatible.

Visits will normally be pre-arranged by mutual agreement between the Service User and support worker, but there should be flexibility to allow for unexpected needs.

**2.** **Service Objectives**

**2.1 General**

The objective of this Service is to provide a cultural support service by ethnic- specific community support workers that work with Mental Health and Addiction Service Users to support them in their recovery.

**2.2 Māori Health**

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

**3. Service Users**

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

**4. Access**

Referrals are received from the Community Mental Health Team.

**5. Service Components**

**5.1 Processes**

Cultural input is provided in the following processes: assessment; treatment, intervention and support; review process; and discharge.

**5.2 Settings**

The Service is provided in community and hospital based settings.

**5.3 Key Inputs**

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

Support workers will be required to meet qualifications of NZQA Level 4 Certificate in Community Support Work or equivalent and have the relevant experience and cultural competency. Ideally the support worker will be matched with the Service Users input, in areas of culture, religion, gender and language.

**5.4. Pacific Health**

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

**6. Service Linkages.**

Refer to the tier two Asian, Migrant and Refugee Services 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 apply to the Service.

| **PU Code** | **PU Description** | **PU Definition** | **Unit of Measure** |
| --- | --- | --- | --- |
| MHR96C | Asian Migrant and Mental Health Addiction Cultural Support Service – Nurses & allied health staff | Cultural support service by ethnic-specific community support workers that work with Mental Health and Addiction Service Users to support them in their recovery. The service is provided by nurses and allied health staff. | FTE |
| MHR96D | Asian Migrant and Mental Health Addiction Cultural Support Service – Non-clinical staff | Cultural support service by ethnic-specific community support workers that work with Mental Health and Addiction Service Users to support them in their recovery. The service is provided by non-clinical staff. | FTE |
| MHR96S | Asian Migrant and Mental Health Addiction Cultural Support Service | Cultural support service by ethnic-specific community support workers that work with Mental Health and Addiction service users to support them in their recovery. | 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)