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| --- | --- | --- | --- |
|  | **All District Health Boards** | | |
| **CONSUMER LEADERSHIP SERVICES**  **COMMUNITY PHONE SERVICES -**  **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 NSF Library | | June 2009 |
| Amended: corrected PUC from MHC38F to MHC102. Refer to 2011/12 Purchase Unit Data Dictionary Changes Sheet Version 16.0May 2011: corrected name of service specification for consistency. Provided data reporting instructions. | | August 2012 |
| Amended: clarified reporting requirements, completed PU table. Corrected title, edited for consistency | | March 2013 |
| Amended: added MHIY87S purchase unit code, removed standard provider monitoring reporting tables. | | 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/>

**CONSUMER LEADERSHIP SERVICES –COMMUNITY PHONE SERVICES**

**MENTAL HEALTH AND ADDICTION SERVICES -**

**TIER THREE SERVICE SPECIFICATION**

**MHC102, MHC102S**

This tier three service specification for Consumer Leadership Services – Community Phone Services (the Service) must be used in conjunction with the overarching tier one Mental Health and Addiction Services and tier two Services providing consumer leadership service specifications.

**1. Service Definition**

This Service will provide callers with:

* non-clinical telephone support
* assistance in identifying effective problem-solving and coping strategies
* referrals, where appropriate, to other services
* information on services available to them.

**2. Service Objectives**

**2.1 General**

To provide a consumer-led non-clinical phone service for people who experience moderate-to-severe mental illness and/or addictions. Callers can discuss their concerns, at no cost, confidentially and privately. The phone line is an alternative to a crisis line for those who do not need immediate services.

**2.2 Māori Health**

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

**3. Service Users**

The Service Users are eligible people of all ages.

**4. Access**

**4.1 Entry and Exit Criteria**

Entry to the Service is by self-referral, or referral from other services eg, clinical services, other phone lines.

**5. Service Components**

**5.1 Processes**

The following processes apply but are not limited to: engagement, consultation, liaison and support.

**5.2 Settings**

The Service is provided in a community based setting in designated facility.

**5.3 Key Inputs**

People delivering this Service will have lived experience of mental illness and be appropriately trained or supported to access training, relevant to their specific roles.

**6. Service Linkages**

Linkages include, but are not limited to the following:

| **Service Provider** | **Nature of Linkage** | **Accountabilities** |
| --- | --- | --- |
| DHB Mental Health and Addiction Clinical Services | Collaborative working | Refer callers to crisis and other services when required, according to local protocols |

**7. Purchase Units and Reporting Requirements**

**7.1** Purchase Units are defined in the joint DHB and Ministry’s Nationwide Service Framework Purchase Unit Data Dictionary. The following Purchase Units apply to this Service.

| **PU Code** | **PU Description** | **PU Measure Definition** | **Unit of Measure** |
| --- | --- | --- | --- |
| MHC102 | Community based phone service | A service to provide callers with: non-clinical telephone support, assistance in identifying effective problem-solving and coping strategies, referrals to other services and information on services available to them | FTE |
| MHC102S | Community based phone service | A service to provide callers with: non-clinical telephone support, assistance in identifying effective problem-solving and coping strategies, referrals to other services and information on services available to them | Service |

|  |  |
| --- | --- |
| **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)