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| --- | --- | --- |
|  | **All District Health Boards** | |
| **SERVICES PROVIDING CONSUMER LEADERSHIP-**  **CONSUMER RESOURCE AND INFORMATION 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 | | | |  |  | | --- | --- | | Date | Date | |
| First Published on NSF Library | | June 2009 |
| Amended: clarified reporting requirements | | February 2013 |
| **Amended:** added MHC35S 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>

**SERVICES PROVIDING CONSUMER LEADERSHIP-**

**CONSUMER RESOURCE AND INFORMATION SERVICE-**

**MENTAL HEALTH AND ADDICTION SERVICES**

**TIER THREE SERVICE SPECIFICATION**

**MHC35F, MHC35S**

This tier three service specification for Consumer Resource and Information Service (the Service) must be used in conjunction with tier one Mental Health and Addiction Services and tier two Services Providing Consumer Leadership service specifications.

**1. Service Definition**

The Service is provided by former or current users of mental health and/or addiction services and provides:

* up-to-date and accessible information, education and resources to Service Users and /or their family and whānau on recovery, harm reduction and how to get the best out of services
* support to people accessing services and their family and whānau
* development or maintenance of strong links with peer support networks
* information and support for access to health and social services, for example, primary health care, education, housing
* strong links with mental health services, addiction services and peer networks, and other community-based services
* active promotion of Service-User inclusion and integration into the community
* education to Service User groups and to community groups about mental health and addiction
* linkages to mental health and addiction workforce development programmes.

**2. Service Objectives**

**2.1 General**

The Service provides accessible, recovery-oriented resources, information, education and networks.

Informal individual and group activities may be included as part of a community resource and information service.

**2.2 Māori Health**

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

**3. Service Users**

The Service Users may include other Service Users and other providers of mental health and addiction services who work with Service Users.

**4. Access**

**4.1 Entry and Exit Criteria**

Entry to the Service is by self-referral or any other referral source, including community support services.

The Service should be actively promoted to ensure people are aware of and able to access this resource.

**5. Service Components**

**5.1 Processes**

The processes that apply but not limited to include: advocacy, consultation and liaison.

**5.2 Settings**

This Service is provided in community based settings.

**5.3 Key Inputs**

The Service is provided by former or current mental health and/or addiction Service Users. People providing this Service should be 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** |
| --- | --- | --- |
| Stakeholders of the mental health and addiction sector | Communication and network mechanisms | Mechanisms are in place to strengthen relationships with other providers in the sector and support the referral of Service Users to other services provided within the continuum |

**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 this Service.

| **PU Code** | **PU Description** | **PU Definition** | **Unit of Measure** |
| --- | --- | --- | --- |
| MHC35F | Consumer Resource and Information Service | Service by peer support groups, former or current users of mental health and/or addiction services that provides up-to-date and accessible information, education and resources to Service Users and/or their family/whānau on recovery, harm reduction and how to get the best out of services support to people accessing services and their family/whānau. The service includes but not limited to developing strong links peer support networks. | FTE |
| MHC35S | Consumer resource and information service - Peer support | Service by peer support groups, former or current users of mental health and/or addiction services that provides up-to-date and accessible information, education and resources to service users and/or their family/whānau on recovery, harm reduction and how to get the best out of services support to people accessing services and their family/whānau. The service includes but not limited to developing strong links peer support networks. | 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)