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| --- | --- | --- |
|  | **All District Health Boards** | |
| **MENTAL HEALTH AND ADDICTION SERVICES -**  **CONSUMER LEADERSHIP SERVICES -**  **PEER SUPPORT SERVICE FOR ADULTS**  **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:** clarified reporting requirements | | March 2013 |
| **Amended**: added MHC36S 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>

**MENTAL HEALTH AND ADDICTION SPECIALIST SERVICES-**

**CONSUMER LEADERSHIP SERVICES -**

**PEER SUPPORT SERVICE FOR ADULTS**

**TIER THREE SERVICE SPECIFICATION**

**MHC36F, MHC36S**

This tier three service specification for Consumer Leadership Services- Peer Support Service for Adults (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 involves people with a lived experience of mental illness or addiction (peers) giving and receiving help based on key principles of respect, shared responsibility and mutual agreement regarding what is helpful for the Service User. The support is individualised to each person with the goals of engagement, modelling recovery and strengthening Service User involvement in the wider community.

The Service provides a relationship that:

* is strong, supportive and equitable with a focus on the Service User’s needs
* enables the Service User to get a better understanding of their mental health or addiction problem
* supports the Service User in understanding, developing and implementing their own recovery
* supports and teaches coping mechanisms and strategies
* considers the Service User’s mental, physical, spiritual and cultural needs
* promotes the Service User becoming an active member of their own community connecting/reconnecting with people and activities
* links the Service User with peer support networks
* provides information and assistance in accessing other mental health services education, employment, housing and any other government and non-government agencies.

**2. Service Objectives**

**2.1 General**

* To provide recovery-oriented peer support, tailored to individual Service User needs.
* To enhance social supports and community involvement. This Service may be provided in a range of settings.

Formal and informal individual and group activities may be included as part of a programme

**2.2 Māori Health**

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

**3. Service Users**

The Service Users are eligible adults.

**4. Access**

**4.1 Entry and Exit Criteria**

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

**5. Service Components**

**5.1 Processes**

The processes that are apply but not limited to include: advocacy, peer support.

**5.2 Settings**

This Service is provided in community or hospital based settings.

**5.3 Key Inputs**

The Service is provided by peer support workers who will be assisted to access training relevant to their specific roles, which will include specific peer support qualifications/training.

Peer support workers should also have access to a range of supervision options, including peer supervision.

**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** |
| --- | --- | --- | --- |
| MHC36F | Peer Support Service-Adults | A recovery-oriented peer support service for people with a lived experience of mental illness or addiction (peers) giving and receiving help based on key principles of respect, shared responsibility and mutual agreement regarding what is helpful for the service user. | FTE |
| MHC36S | Peer support service - Adults | A recovery-oriented peer support service for people with a lived experience of mental illness or addiction (peers) giving and receiving help based on key principles of respect, shared responsibility and mutual agreement regarding what is helpful for the service user. | 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)