

Mental Health and Addiction Services
Kaupapa Māori
Kaumatua Roles
Service Specification
Tier 3

September 2024

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1. Status

These service specifications may be amended to meet local agreement needs.

MANDATORY **RECOMMENDED**

2. Review History

Review History	Date
First Published on NSFL	January 2010
Amended: clarified reporting requirements	March 2013
Amended: added MHK61S purchase unit code, removed standard provider monitoring reporting tables. Minor editing.	April 2017
Consideration for next Service Specification Review	Within five years
Moved to Health NZ template. Updated links for PUDD and NSFL only. Amended DHB to become District/Region where appropriate. No other changes to content made.	September 2024

Note: In September 2024 a small programme of work moved all Service Specifications to Health New Zealand branded templates. No amendments were made to the body text or content of the Service Specification, so references to DHB, Ministry of Health or other pre-2022 reforms vocabulary will still exist. A larger programme of work to review and revise all Service Specifications is planned for late 2024 to early 2025.

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 [here](#)

3. Introduction

This tier three service specification for Kaumātua Roles (the Service) must be used in conjunction with the tier one Mental Health and Addiction Services and tier two Kaupapa Māori Mental Health and Addiction service specifications.

4. Service Definition

The involvement of Kaumātua is essential if excellence is to be achieved in any Māori service initiative. Their wisdom, depth of knowledge, experience and guidance will assist services delivery to Māori, tāngata whaiora in their recovery and whānau ora for Māori whānau. Kaumātua are leaders and cultural specialists and will lead, represent and advise on those aspects which relate to Te Ao Māori and Māori culture. They will arrange or facilitate hui and Māori formalities within the mental health and addictions services. Advice and guidance will be given on the use of Te Reo Māori and arrangements will be made to access interpreter services if that is necessary.

The Kaumātua will provide cultural support and guidance to the tāngata whaiora and their whānau including:

- ongoing advice and information in regard to aspects of care such as assessments and treatment options or approaches/activities that reconnect people with whānau, hapū and iwi
- assistance in facilitating further interventions or refer to appropriate roopu/agency/services for tāngata whaiora
- provision of or access to a Māori environment, rongoā Māori, tohunga, Te Reo Māori speakers or other cultural needs in accordance with the needs/requests of tāngata whaiora and whānau
- provision of tikanga Māori that relate to the kawa and kaupapa of the service. This may include pōwhiri, mihimihi, karakia, waiata, hui or poroporoaki.

The Kaumātua will provide advice and support to staff of the mental health and addiction service regarding all things to do with tikanga Māori. They will also facilitate training for staff in tikanga Māori.

The Kaumātua will ensure that protocols are developed and observed with regard to cultural safety in general mental health and addiction services. Their status will enable them to advocate for Māori and challenge practices that are inappropriate for Māori, particularly in relation to tikanga Māori.

They will advise on policy and practices concerning:

- care of the tūpapaku (deceased) and tangihanga (funeral)
- cultural support for Māori clients and whanau
- inter-iwi relationships

- promotion of the concept of the four cornerstones of health
- cultural assessment
- interpretation of good clinical practice from a Māori perspective.

Kaupapa Māori mental health and addiction services who have Kaumātua will develop effective working relationships with other Māori mental health providers, including Addiction Services, and in some cases the positions will be considered to be regional, with the Kaumātua providing services to a specified number of providers. Effective channels of communication and good relationships will be maintained with local iwi, other Māori roopu and with Māori mental health workers of other providers. Workshops will be held with these services to develop protocols and working relationships.

5. Service objectives

5.1 General

The objectives of this Service are to improve cultural safety and quality of care for tāngata whaiora of mental health and addiction services, and to assist in the development and enhancement of services for Māori by:

- providing a culturally safe environment for tāngata whaiora, Māori whānau
- providing support, guidance and advice for tāngata whaiora and whānau
- developing the knowledge and skills of Māori staff presently working within the service
- encouraging new Māori staff to work within the service through an active recruitment and training programme
- helping staff including those working in mainstream, to develop appropriate ways of working with Māori
- ensuring Māori involvement in policy making and strategy development for mental health services at all levels
- strengthening liaison between mental health services and local Māori groups.

Mental health and addiction services will work towards developing mechanisms that provide for practical partnership and strong working relationships. This will ensure that the mental health and addiction service is more effective in meeting the needs of Māori.

5.2 Māori Health

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

6. Service Users

The Service is specifically developed for Māori but not exclusively to Māori.

7. Access

7.1 Entry and Exit Criteria

Access to these roles will be via the local service that they are affiliated.

8. Service Components

8.1.1 Settings and Facilities

The Service may be provided in community including marae, hospital and home based settings.

8.1.2 Processes

The Service processes include but are not limited to the following: engagement; assessment including cultural assessment; cultural support and advice; review process; and discharge.

8.1.3 Key Inputs

The Kaumātua services will be provided in such a way as to ensure relevant skills and expertise are available to the mental health service. Kaumātua of this service are cultural specialists and leaders and are recognised as spokespersons for their Māori communities, and will either be tāngata whenua or mandated by tāngata whenua.

9. Service Linkages

Linkages include, but are not limited to the following:

Service Provider	Nature of Linkage	Accountabilities
Other Kaumātua based with other service providers	Collaborative relationships	Kaumātua will work together with both informal and formal relationships and networking, fostering growth and development
Manawhenua boards within District/Region structures or equivalent Māori group	Relationship Advisory	Kaumātua will work with boards and governance groups giving guidance on cultural issues and Māori responsiveness
District/Region operational management at all levels	Advisory	Kaumātua will work with operational management giving guidance on cultural issues and Māori responsiveness.

10. Purchase Units and Reporting Requirements

10.1 Purchase units

Purchase Units and Reporting Requirements

7.1 Purchase Unit (PU) Codes are defined in the District and Health New Zealand's Nationwide Service Framework Purchase Unit Data Dictionary. The following codes apply to this service.

PU Code	PU Description	PU Definition	Unit of Measure
MHK61E	Kaumātua roles - Cultural	Service to improve cultural safety and quality of care for tāngata whaiora of mental health and addiction services, and to assist in the development and enhancement of services for Māori. The service is provided by cultural staff.	FTE
MHK61S	Kaumātua roles	Service to improve cultural safety and quality of care for tāngata whaiora of mental health and addiction services, and to assist in the development and enhancement of services for Māori.	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

10.2 Reporting Requirements

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

The Performance Monitoring Reporting tables for the Mental Health and Addiction Service Specifications¹ 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, <https://www.tewhatauora.govt.nz/health-services-and-programmes/nationwide-service-framework-library/about-nationwide-service-specifications/>