

**Mental Health and Addiction Services**  
**Pacific Community**  
**Based Clinical and**  
**Support Service**  
**Tier 3**

**November 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
<b>Amended:</b> clarified reporting requirements	March 2013
<b>Amended:</b> added MHP63S 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.	November 2024

**Note:** In late 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 NSF Team, Te Whatu Ora | Health New Zealand to discuss proposed amendments to the service specifications and guidance in developing new or updating and revising existing service specifications. [NSF@tewhatuora.govt.nz](mailto:NSF@tewhatuora.govt.nz)

Nationwide Service Framework Library web site [here](#)

### 3. Introduction

<p style="text-align: center;"><b>PACIFIC MENTAL HEALTH- PACIFIC COMMUNITY BASED CLINICAL AND SUPPORT SERVICE MENTAL HEALTH AND ADDICTION SERVICES TIER THREE SERVICE SPECIFICATION MHP63A, MHP63B, MHP63C, MHP63D, MHP63E, MHP63F, MHP63S</b></p>
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The tier three service specification for Pacific Community Based Clinical and Support Service (the Service) must be used in conjunction with tier one Mental Health and Addiction Services and tier two Pacific Mental Health and Addiction service specifications.

### 4. Service Definition

The Service will be fully integrated with other mental health and addiction services and provide Pacific support into mainstream mental health services.

The Service may include, but will not be limited to:

- specialist assessment and diagnosis
- provision of medication (including such new agents as are approved for use, in accordance with funding and safety protocols) and other treatment in accordance with a documented comprehensive management plan with identified desired outcomes
- ongoing monitoring of symptoms and regular review of progress and treatment at specified intervals
- provision of access to cultural services in accordance with the needs of Service Users
- attention to matters in relation to early intervention, maintenance of health, relapse prevention, problem prevention and promotion of good mental health
- provision of consultation and liaison services to primary care providers and other relevant health or social services agencies.

The Service will develop and maintain active links with Pacific communities.

Service provision will take into account the Pacific people's concept of health and mental health and ensure that all Service Users are treated in a culturally safe environment.

Where possible, care will be provided in conjunction with primary health services. At the least, there will be documented clear communication with any primary health providers regarding the treatment plan and progress, and its completion. Training, advice and supervision will be provided to primary health workers to support the assessment/treatment/management of Service Users in community settings.

Care will be co-ordinated by a specified person (key worker/case manager), with a number of staff of varying cultural, clinical and support backgrounds being available to contribute to care in accordance with identified needs.

## 5. Service Objectives

To provide a community based clinical and cultural assessment and treatment service for Pacific people.

To provide consultation, liaison and advice to services regarding Pacific people accessing mainstream services

## 6. Service Users

The Service Users will be Eligible People. The Service has been developed specifically for Pacific people but not exclusively for Pacific people.

## 7. Access

### 7.1 Entry Criteria

Access may be from any source, including by people directly, or upon referral from primary and secondary health services, family, carers, and community members.

Districts will determine local entry criteria and this will be reflected in local protocols.

## 8. Service Components

### 8.1 Processes

The processes include but are not limited to the following: engagement; assessment including cultural assessment; diagnosis; treatment; rehabilitation; case management; consultation, liaison; support; review process and discharge.

### 8.2 Settings

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

### 8.3 Key Inputs

A multi-disciplinary team of people with skills and experience in mental health intervention, treatment and support, made up of:

- health professionals regulated by the Health Practitioners Competency Act 2003
- people regulated by a health or social service professional body
- people who interact with Service Users and who are not subjected to regulatory requirements under legislation or by any other means.

The team will predominantly identify as Pacific people. Refer to Seitapu: Pacific Mental Health and Addiction Cultural and Clinical Competencies Framework, Polutu-Endemann et al (2007) and Let's Get Real: Real Skills for Real People Working in Mental Health and Addictions, Ministry of Health (2007).

## 8.4 Pacific Health

The Service must take account of key strategic frameworks, principles and be relevant to Pacific health needs and identified concerns. For regions that have significant Pacific populations, the Service must link service delivery to the improvement of Pacific health outcomes. Overall, the Service activity should contribute to reducing inequalities.

## 9. Service Linkages

Linkages include, but are not limited to the following:

Service Provider	Nature of Linkage	Accountabilities
Districts Specialist services	Internal referral and liaison	Working closely together to improve responsiveness to Pacific people.

## 10. Purchase Units and Reporting Requirements

### 10.1 Purchase Unit Codes

Purchase Unit (PU) Codes are defined in 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
MHP63A	Pacific community clinical & support service - senior medical	Service to provide community based clinical assessment and treatment for Pacific people. The service is fully integrated with other mental health services. It will be provided by senior medical staff to all eligible people.	FTE
MHP63B	Pacific community clinical & support service - junior medical	Service to provide community based clinical assessment and treatment for Pacific people. The service is fully integrated with other mental health services, and will be provided by junior medical staff to all eligible people.	FTE
MHP63C	Pacific community clinical & support service - nursing & allied health	Service to provide community based clinical assessment and treatment for Pacific people. The service is fully integrated with other mental health services, and will be provided by nursing and/or allied health staff to all eligible people.	FTE

PU Code	PU Description	PU Definition	Unit of Measure
MHP63D	Pacific community clinical and support service - non-clinical	Service to provide community based clinical assessment and treatment for Pacific people. The service is fully integrated with other mental health services, and will be provided by non-clinical staff to all eligible people.	FTE
MHP63E	Pacific community clinical and support service - cultural	Service to provide community based clinical assessment and treatment for Pacific people. The service is fully integrated with other mental health services, and will be provided by cultural staff to all eligible people.	FTE
MHP63F	Pacific community clinical and support service - non-clinical- peer support	Service to provide community based clinical assessment and treatment for Pacific people. The service is fully integrated with other mental health services, and will be provided by cultural staff to all eligible people.	FTE
MHP63S	Pacific community clinical and support service	Service to provide community based clinical assessment and treatment for Pacific people. The service is fully integrated with other mental health services, and will be provided by non-clinical staff to all eligible people.	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

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:

Email: [performance\\_reporting@health.govt.nz](mailto:performance_reporting@health.govt.nz)

The Performance Monitoring Reporting tables for the Mental Health and Addiction Service Specifications<sup>1</sup> may be used for performance monitoring if specified as agreed with the Funder.

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<sup>1</sup> 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 <https://www.tewhatuora.govt.nz/health-services-and-programmes/nationwide-service-framework-library/about-nationwide-service-specifications/mental-health-and-addiction-service-specifications>

