

**Mental Health and Addiction
Services**

**Pacific Cultural Navigator
Service**

Tier 3 Service Specification

September 2024

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1. Status

Approved to be used for mandatory nationwide description of services to be provided.

MANDATORY RECOMMENDED

Recommended – these are centralized and recommended specifications to be used by Districts for purchasing services, they may be used to enable providers to transition to meeting a Mandatory specification over time. Districts are expected to move to a mandatory specification when renewing or varying an agreement].

2. Review History

Review History	Date
First Published on NSFL	January 2010
Amended: clarified reporting requirements	March 2013
Amended: added MHP65S purchase unit code, removed standard provider monitoring reporting tables. Minor editing.	April 2017
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
Consideration for next Service Specification Review	Within five years

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 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

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

3. Introduction

The tier three service specification for Pacific Cultural Navigator Service (the Service) must be used in conjunction with tier one Mental Health and Addiction Services and tier two Pacific Mental Health and Addiction services specifications.

4. Service Definition

This Pacific Cultural Navigator service works in collaboration with other health and cultural professionals within the local multi-disciplinary team and with other health and cultural professionals and community members in a range of settings. The Service works in partnership with Service Users, their families and communities.

Comprehensive cultural assessments are undertaken that inform the development, implementation and evaluation of effective cultural intervention plans, in the context of mental health and addiction treatment.

Cultural practices are undertaken with the guidance of Matua, and in accordance with Pacific values, adopting a holistic approach.

5. Service objectives

This Service will utilise a context of ethno-cultural knowledge and judgement and understanding of mental health and addiction treatment to assess cultural needs of the Service User and their family. This Service provides effective cultural interventions and/or advice to assist Pacific Service Users and their families to manage recovery from mental illness and or addiction.

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

The contract holder will negotiate the access criteria with the DHB. The Service should be actively promoted so that Service Users and providers are aware of this Service and know how to access it.

8. Service Components

8.1 Processes

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

8.2 Settings

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

8.3 Key Inputs

Pacific Cultural Navigators with knowledge, skills and competencies in providing supports required as outlined in 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).

Minimum qualifications will include lived experience of one or more Pacific cultures and a minimum level 6 health related qualification (or working towards achieving) on NZQA framework.

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
DHB Provider Arm services Pacific NGO services	Collaborative practices partnership	Work collaboratively and in partnership to improve responsiveness to health and social needs and appropriate access to services

10. Exclusions

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

11. Quality Requirements

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

12. Purchase Units

Purchase Unit 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
MHP65E	Pacific cultural navigator service	Service providing comprehensive cultural assessments for developing, implementing and evaluating effective cultural intervention plans, in the context of mental health and addiction treatment. The service is provided by Pacific cultural navigators to all eligible people in the community.	FTE
MHP65S	Pacific cultural navigator service	Service providing comprehensive cultural assessments for developing, implementing and evaluating effective cultural intervention plans, in the context of mental health and addiction treatment. The service is provided by Pacific cultural navigators to all eligible people in the community.	Service

Explanations of the units of measure (UOM) from the purchase unit table.

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

13. 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.

Unless otherwise specified in the agreement, the following reporting information will be emailed to The Performance Reporting Team at: performance_reporting@health.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, Downloads section www.nsfh.health.govt.nz/service-specifications/current-service-specifications/mental-health-and-addiction-services

14. Glossary

Not required

15. Appendices

Not required