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|  | All District Health Boards | |
| PACIFIC MENTAL HEALTH-  PACIFIC FAMILY ADVISORY 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** |
| First Published on NSFL | | January 2010 |
| **Amended**: clarified reporting requirements | | March 2013 |
| **Amended**: added MHP66S 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/>

**PACIFIC MENTAL HEALTH- PACIFIC family advisory SERVICE**

**MENTAL HEALTH AND ADDICTION SERVICES**

**TIER THREE SERVICE SPECIFICATION**

**MHP66F, MHP66S**

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

1. **Service Definition**

The Pacific Family Advisory Service practises in accordance with Pacific values in particularly where collective responsibility is concerned as well as adopting a holistic treatment approach. Key tasks of this Service will include:

*Organisational leadership and management*

* provide effective leadership in cultural competence and promoting family inclusive practices
* proactive participation in strategic planning processes
* proactive participation in annual service planning and annual quality plan processes
* advocating for the implementation of family participation policies and associated procedures
* participation in evaluation and monitoring processes of mental health and addiction services.

*Relationships*

* development of relationships and linkages with family advisors and family networks across other mental health, addiction and personal health services in DHB and NGO.

The Service will work in collaboration with other health and cultural professionals and community members, in a range of settings, in partnership with families, individuals and communities. Approaches will be based on Pacific frameworks and models of health that promote clinical and cultural competence.

1. **Service Objectives**

This Service represents the interests of the Pacific families within mental health and addiction services. The Service objectives are to provide a family paradigm in policy, planning, implementation and evaluation, and to advise on current issues affecting family inclusion and service access for Pacific people.

**3. Service Users**

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

**4. Access**

**4.1 Entry Criteria**

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

DHBs will determine local entry criteria.

**5. Service Components**

**5.1 Processes**

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

**5.2 Settings**

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

**5.3 Key Inputs**

Pacific Family Advisors must demonstrate specialist competencies as defined within Seitapu Pacific Mental Health and Addictions Cultural and Clinical Competencies Framework, Polutu-Endemann et al (2007) and essential competencies outlined in Let’s Get Real: Real Skills for Real People Working in Mental Health and Addiction, Ministry of Health (2007).

The typical minimum qualification set of a Pacific Family Advisor who will provide this service, will include extensive lived experience of one or more Pacific cultures and a minimum level 6 health related qualification on NZQA framework, and a lived experience of living with someone who has experienced mental illness.

**5.4. 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.

**6. Service Linkages**

Linkages include, but are not limited to the following:

| **Service Provider** | **Nature of Linkage** | **Accountabilities** |
| --- | --- | --- |
| DHB Provider Arm services  Pacific NGO services | Consultation, liaison and advice regarding Pacific Family issues Collaborative practices  partnership | Provide consultation, liaison and advice on matters pertaining to Pacific families and how they affect service access and inclusion.  Work collaboratively and in partnership with other staff within service provider teams to improve responsiveness to health and social needs of Pacific people. |

**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** |
| --- | --- | --- | --- |
| MHP66F | Pacific family advisory service – Peer support | Pacific advisory service representing the interests of Pacific families within mental health and addiction services by providing a family paradigm in policy, planning, implementation and evaluation, and to advise on current issues affecting family inclusion, The service is provided by family peer support staff. | FTE |
| MHP66S | Pacific family advisory service | Pacific advisory service representing the interests of Pacific families within mental health and addiction services by providing a family paradigm in policy, planning, implementation and evaluation, and to advise on current issues affecting family inclusion. | Service |

|  |  |
| --- | --- |
| **PU 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)